



LSTA

Library Services and Technology Act

Annual Report

FY 2008

October 1, 2007 – September 30, 2008

Kentucky Department for Libraries and Archives

Kentucky Department for Libraries and Archives
Wayne Onkst
State Librarian and Commissioner

January, 2009



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2008 LSTA Annual Report

Kentucky Department for Libraries and Archives

Mission Statement

The Kentucky Department for Libraries and Archives (KDLA) is committed to support and promote equitable access to quality library services and information resources to meet the library and information needs for all Kentuckians and to ensure that adequate documentation of government programs is created, maintained, and available for public use.

Introduction

The 2008 LSTA Annual Report has been prepared for the purpose of reviewing and evaluating the progress made toward meeting the goals outlined in the KDLA 2008-2012 LSTA Five-Year Plan. The Plan addresses the library needs and desires deemed necessary to the citizens of Kentucky and outlines a plan for meeting those needs. This report details funds awarded by project and the activities undertaken during federal fiscal year 2008. Financial information is provided that reflects actual expenditures by project.

Goal 1: Access to Information and Resources

Provide a central source of information and resource sharing activities that support libraries in their efforts to meet customer needs.

Goal 2: Technology and Electronic Linkages

Enhance the ability of libraries in Kentucky to meet the challenges presented by new technologies, and increase the electronic linkages between libraries statewide and KDLA.

Goal 3: Library Programming and Services

Provide, support, improve, and expand library programming and services available to the underserved, and unserved, and special needs populations of Kentucky.

Goal 4: Continuing Education and Professional Development

Strengthen the statewide library system by providing a competent, qualified workforce to deliver services and programs that addressed in the six LSTA purposes.

This publication is supported by the Institute of Museum and Library Services under the provision of the Library Services and Technology Act as administered by the Kentucky Department for Libraries and Archives.

The Kentucky Department for Libraries and Archives does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services. This publication will be made available in alternative format upon request.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$154,160

Project #: 1A

Project Title: Kentucky Union List of Serials (KULS)

KDLA Project Monitor: Charlene Davis

Number of Persons Served: 93,279

Congressional District Served: Statewide

SUBGRANT INFORMATION

Library Name: University of Louisville Research Foundation, Inc.

Project Director: Allen Ashman

Telephone Number: 502-852-8725

Fax Number: 502-852-7935

Email: allen.ashman@louisville.edu

Library Website Address: http://library.louisville.edu/kuls

Library Address: Ekstrom Library LL57, University of Louisville, Louisville, KY 40292

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 1: Access to information and resources

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

Library staff and volunteers

Statewide public

Primary Services

Information access and services

Interlibrary loan

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide accurate and complete information about serial and journal holdings in all types of libraries throughout Kentucky to library staff and end customers.

Project Activities / Methods

Grant funds were awarded to the University of Louisville to serve as administrator for the Kentucky Union List of Serials (KULS) program. KULS staff updated existing information and added new information about serial and journal holdings in the database. This information was used in resource sharing activities through OCLC WorldCat to deliver materials to meet the information needs of library customers. Individual libraries in Kentucky were contacted to encourage participation in KULS.

Project Outputs

KULS processed 8,971 union listing updates from 74 participating libraries. This was under the target output of 10,000 updates from 75 libraries, but an increase from the 8,379 processed updates from the previous year. The general decline is partially linked to the cessation of the OCLC offline union listing products. The offline products were used extensively by libraries to make their reporting to KULS easier. OCLC did develop a new web based reporting system, but libraries have shown reluctance to use it for KULS updating purposes. Another reason for the decline is the increased availability of full text articles through licensed databases which has reduced the need for libraries to continue to subscribe to print magazines that are reported to KULS.

Though libraries were informed of OCLC's new web based reporting system, libraries have shown little interest. The decline in participating libraries is particularly disappointing because changes in OCLC's interlibrary loan technologies have made the union listing a more valuable resource, and future developments in resource sharing, such as automated volume based deflection, will only serve to increase access of local holdings data to members.

Project Outcome

The union listing service supported through this project is free of charge to participating libraries, enabling librarians throughout Kentucky to provide efficient interlibrary loan transactions for the benefit of their patrons. Overall, the use of the Kentucky OCLC database for resource sharing, which includes the Kentucky Union List of Serials, increased significantly by 8.3% over the previous year, indicating that library staff and customers were accessing the database to locate information about serials held by Kentucky institutions.

The University of Louisville continued as the designated maintenance agent through federal year 2008. In 2009, all activities will be administered by KDLA.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$64,100

Project #: 1B

Project Title: Kentucky Guide Program

KDLA Project Monitor: Valerie Edgeworth

Number of Persons Served: 250,000

Congressional District Served: Statewide

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 1: Access to information and resources

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Sustain our cultural heritage

Primary Users

Library staff and volunteers
Statewide public

Primary Services

Cultural heritage programs
Information access and services
Virtual library services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To promote the use of Kentucky's archival and manuscript materials housed in historical records repositories throughout the state by creating bibliographic descriptions and making them accessible through the KDLA website.

Project Activities / Methods

The program librarian maintained contact with nearly 300 libraries and repositories listed in the Kentucky Guide and initiated contact with 3 additional repositories who were interested in increasing their user base by utilizing the services of the Kentucky Guide Program. Catalog records were reviewed and updated. Two interns from the University of Kentucky's School of Library and Information Science assisted with the project by cataloging and providing reference services for program repository information.

Project Outputs

Catalog entries were updated or added as information was received. The following statistical information provides an overview of activity during the project year:

- 85 new records were created, falling short of the projected target of 100
- 185 records were reviewed and are pending final updates by the program librarian
- 210 records were standardized in the Kentucky Guide portion of the KDLA catalog, falling short of the projected target of 400
- 382 records are pending final review

Direct contact with repositories increased 75%, requests for guide catalog information increased by 30%, and standardization of paper finding aids increased by 10% over the previous year.

Project Outcome

As a result of this project, customers became more aware of archival holdings throughout the state, and were able to complete more in-depth research. Requests for archival holdings in repositories in various locations throughout the state have increased. Catalog records in the Kentucky Guide portion of the KDLA catalog have greatly assisted in responding to these research requests. The archival community has continued to demonstrate appreciation regarding the work and services offered by the Kentucky Guide Program. The addition of new records and updates to existing records has increased the accuracy and availability of resources provided through the KDLA catalog.

There are no usage statistics for the catalog, as it is housed on the Kentucky Virtual Library East node at the University of Kentucky and statistics are not available for searching. However, the Kentucky Guide Program received positive feedback from a survey of users regarding the clarity of information and ease of use of the archival catalog. Through the Kentucky State Historical Records Advisory Board (SHRAB), KDLA has learned that many repositories would not have access to comprehensive listings of archival holdings nor know where to turn for information relating to contacts for various archival repositories in Kentucky if not for the Kentucky Guide Program.

The United States archival community recently adopted a new archival descriptive standard called DACS (Describing Archives: A Content Standard). The guide program librarian attended an introductory workshop for this new standard and its potential benefit to KDLA and customers. DACS compliant cataloging could allow KDLA to more accurately describe holdings information at the item level, which will assist the customer with better catalog results. The program librarian will evaluate ways to implement this new standard for the Kentucky Guide.

Technological advances have paved the way for information access, and will continue to play a vital role in how individuals and institutions request access to archival resources. The Kentucky Guide Program is equipped to link with current technological standards to better serve customers. The program librarian will continue to edit existing catalog records for libraries and repositories currently included in the guide as the program continues to serve a variety of groups and institutions by offering unique and individualized services related to cataloging primary research materials located throughout Kentucky.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$95,000

Project #: 1D

Project Title: Collection Access and Management

KDLA Project Monitor: William Shrout

Number of Persons Served: 2,500,000

Congressional District Served: Statewide

LSTA Purpose

Services for lifelong learning

State Five-Year Plan

Goal 1: Access to information and resources

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

Library staff and volunteers

Statewide public

Primary Services

Continuing education for the public

Information access and services

Interlibrary loan

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To create access to informational resources in a variety of formats and to respond to the educational, recreational, and informational needs of Kentucky libraries and individuals.

Project Activities / Methods

KDLA operated a centralized acquisition, cataloging, and processing center, with experienced and knowledgeable staff. Support staff attended a variety of training events to improve their skills in cataloging, software, and system utilization. Staff members completed over 234 hours of continuing education to be better equipped to meet the needs of state government workers and public library staff.

Staff conducted an extensive evaluation of the State Library's holdings that resulted in a weeding project that focused the collection on current and useful resources. 19,359 items were removed from the State Library collection and catalog and gifted to the University of Louisville which ensured the materials would continue to be accessed through interlibrary loan. OCLC holding information was updated and thousands of current and historical state documents were cataloged and processed. Ten book trucks were purchased to accommodate the volume, as materials moved through the cataloging and processing operations.

Additional materials were added to the collection based on survey responses and focus groups. Large Print Book Discussion Kits and materials used by seniors and visually impaired individuals were prepared, cataloged, and packaged. Text Express Book discussion kits for teen readers were cataloged and processed, including adult and pre-school thematic kits. Due to increased kit demand, a multifunction color printer/copier/scanner was purchased to replace failing equipment. Video and thematic kits were also created with materials received in partnership with Kentucky Educational Television (KET) for their lending library program, which makes materials available through the State Library to support continuing education opportunities for early childcare caregivers in the state.

The Voyager library management system, which provides automated access to KDLA collections, was maintained and upgraded. The KDLA database was maintained and updated to accurately reflect the State Library's holdings. Bibliographies created by reference staff, as well as those created for other agency programs, were mounted on the KDLA website and linked to full-level cataloging records. A more efficient workflow process providing customers with greater access to cataloging records, including new material alerts, materials in process, and materials ready for check-out, was developed.

Online training programs for use of the KDLA catalog and databases were created in support of state government employee work-related research. Consultative services for local library staff on direct and electronic cataloging and processing issues were provided.

Project Outputs

- 22,027 materials circulated
- 13,783 kits and multimedia circulated
- 846 kits circulated to institutions
- 50,289 visits to the KDLA online catalog
- 3,480 interlibrary loan transactions
- 5,539 state publications cataloged
- 1,308 new titles of videocassettes, DVD, interactive CD-ROMs, and sound recordings added
- 200 programming and book discussion kits added
- 1,405 large print books added; 49 large print discussion kits added

Project Outcome

Services were provided that enabled KDLA staff and staff in Kentucky's libraries to serve the information needs of their customers. End users also found needed materials and information on their own by searching the department's catalog and other linked resources. Visits to KDLA's online catalog increased by 1%, in spite of a general trend of decline in library catalog use as customers are now able to locate information and resources through other Internet resources and applications, like Google, OCLC WorldCat, and Amazon.com.

The most recent survey results obtained by KDLA indicated changing needs of public libraries across the state. Many requested assistance with programming kits, circulating audio book collections, and thematic kits designed for different target groups such as preschoolers, teens, and adults. At the beginning of FY 2008, KDLA was creating 4 types of kits for use by public libraries across Kentucky. At the end of FY 2008, KDLA was creating seven types of kits. Interlibrary loan transactions received through OCLC Resource Sharing rose 6% and circulation transactions increased 14%. Kit and multimedia circulation increased 30%, while institutional circulation of kits rose 28%.

KDLA provided individuals, agencies, and institutions with materials to enrich their personal and professional lives, and to support their educational, informational, economic, and recreational needs. State government workers were provided access to professional library services, resources, and learning opportunities which greatly enhanced their productivity, and provided cost savings to governmental agencies. The book discussion kits, thematic programming kits, and other resources provided to Kentucky libraries through this program allow the development of quality educational experiences for Kentucky communities without a burdensome budgetary investment for local library systems.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$308,000

Project #: 1E

Project Title: State Library User Services

KDLA Project Monitor: Keith Knox

Number of Persons Served: 300,000

Congressional District Served: Statewide

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 1: Access to information and resources

IMLS Primary Performance Category

Enhance a lifetime of learning opportunities

IMLS Secondary Performance Category

Provide access to information, resources, and ideas

Primary Users

Library staff

Statewide public

Primary Services

Information access and services

Interlibrary loan

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To maintain a high quality collection of information resources in a variety of formats and appropriate equipment for use by State Library staff for reference and research purposes, public library staff for programming and customer needs, and state employees for training and continuing education.

Project Activities / Methods

Two Materials Selection Committees met monthly to select resources in all formats to support the State Library's collections, including public performance multimedia materials, databases, and software packages. The committees' decisions reflected the specific resource and service needs identified by customers. Items added to the collection included, books, periodicals, business videos, sound recordings, DVDs, Text Express discussion kits, large print books, Large Print Discussion Book Kits; and child, teen, and adult thematic kits. The State Library also purchased JSTOR, an electronic resource database that converts printed journals into electronic form and stores them in a centralized digital archive that can be shared and accessed by public libraries and their users.

Reference librarians provided resources to satisfy information requests from public library staff and state government employees. Databases that were no longer adequate and useful were disposed of. Weeded audio cassettes and VHS videos were gifted to public libraries throughout Kentucky. Through the use of a live online format, reference staff was able to reach large numbers of customers by administering multiple training sessions. The training sessions focused on introductory level electronic resources and specialized database use. Public library staff and state government workers were instructed on the most effective techniques to access and disseminate information for their own client requests.

Marketing initiatives had a positive impact on creating awareness of the State Library's resources and services. The State Library Card was promoted at three events: Western State Hospital in Hopkinsville, KY, The Cabinet for Health and Family Services Health Fair, and the State Office Building, both in Frankfort, KY. Monthly welcome emails were sent to new state government employee library card holders, and lists of recently added titles were emailed to state government agencies and departments, including the Commonwealth Office of Technology (COT), the Governmental Services Center (GSC), the Kentucky Employee Assistance Program (KEAP), and the Kentucky State Police Employee Assistance Program (KSPEA). In an effort to reach all state government employees, a message promoting the State Library's services and resources was distributed with the state's payroll checks on September 15, 2008.

Project Outputs

The State Library added 1,405 new large print books for the large print circulating collections. 194 large print titles were added to the Christian Fiction collection and 229 large print titles were added to the Western Fiction collection. A variety of kits which included regular book discussion kits, as well as child, teen, and adult thematic programming kits were added to the collection. In all, 203 kits of all types were added to KDLA's catalog, exceeding the previous year's total by 124 kits. The State Library received 2,067 reference requests from public library staff and state government

employees, 564 fewer than the previous year. This is partially explained by the fact that training sessions and the addition of specialized online service tools increased users' ability to access and complete searches without assistance from reference staff.

The State Library facilitated 30 face-to-face training sessions/presentations and 51 GoTo Meeting, iLink, and OPAL online training sessions. The use of online training greatly increased the overall capability and effectiveness of the State Library to supply public library staff and state government employees with easily accessible knowledge at their workstations. The 81 training sessions represents a 4000% increase above the projected output target of 4 training events.

The roster of existing counties using large print materials and various collections increased by 5 to include Elliott, Magoffin, Boyd, Clay, and Morgan County public libraries, meeting the projected goal. 273 large print circulating collections equating to 19,100 large print books were distributed to participating libraries. Statistical records indicated a total of 132,962 database searches were made on the State Library's databases, a 90% increase from the previous year, and is attributed to increased training opportunities for public library staff and state government employees.

Project Outcome

State Library customers received quality reference and information services that met their information needs. Evaluations obtained from training sessions, customer surveys, and anecdotal information, indicated a 90% satisfaction rate with reference or research and informational experience, meeting the projected target. Marketing and promotional activities resulted in 15,802 State Library cardholders. This is a 11.06% increase which subsequently exceeds the 6% projected outcome.

All communication with public libraries regarding the use of large print circulating collections was positive and affirming. Phone and email correspondence, as well as reports from the 2008 Public Library Survey, indicated a 95% satisfaction rate with both the service and content of the Large Print Discussion Kits. Circulation of these materials increased by 21.9%, well above the goal of 2%. Circulation of all materials from the State Library collection increased 14% over the previous year, surpassing the projected 3% increase.

Remote access to the databases at the State Library enabled state government employees to perform research that increased their knowledge, quantity of work, and job performance. Public libraries received timely and accurate responses to their questions, enabling them to effectively serve their customers' information needs. Server problems, relating to internet protocol (IP) addresses, improperly recorded and skewed remote user data during the 2008 federal year. However, overall data indicated increases in both logins and searches. There was a 24.8% increase in logins and a 126.29% increase in searches.

Anecdotal Information

Customers, both from public library employee and state worker groups, continue to express satisfaction with, and appreciation for, the services that the State Library provides.

Preschool Thematic kits have been very popular. A Carroll County librarian commented, *"The Pirate kit was perfect. I was able to do 3 story hours, 2 Toddler Times, and 1 'Talk Like a Pirate' program during September."* A librarian from Nelson County said *"I loved it. I used everything in the kit for age's toddler to third grade."*

Large Type Book Discussion kits are also providing important learning opportunities. During a phone survey, a Monroe County librarian noted that her groups like the suitcases for ease of use, and appreciate the large-type format and the discussion guides. Fleming County customers reported their appreciation of the quality subject matter in the large type kits, and were surprised by topics they liked most. They noted, *"We have found that there are great books in all genres and a book club pushes us to try titles, even though we don't like the cover."*

The addition of regular print book club kits is also appreciated. On evaluation forms, Allen County users noted, *"Our group has enjoyed the book discussion kits."* Bell County users wrote, *"We were grateful to have enough copies to share with our group at no cost to us. Thank you for this important service!"*

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$462,000

Project #: 1F

Project Title: Support for Library Consortia

KDLA Project Monitor: Charlene Davis

Number of Persons Served: 2,000,000

Congressional District Served: Statewide

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 1: Access to information and resources

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

Library staff and volunteers

Statewide public

Primary Services

Information access and services

Interlibrary loan

Staff development, education, and training

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide support for collaborative efforts that serve the informational needs of both library staff and the citizens of Kentucky.

Project Activities / Methods

KDLA managed and funded the maintenance and expansion of the Kentucky Database at OCLC, including sending non-OCLC bibliographic records to the database. Staff coordinated and managed the Kentucky Resource Sharing Program's interlibrary loan activities, and funded said activities for SOLINET affiliate libraries. Access for Kentucky's libraries to electronic information databases via Kentucky Virtual Library (KYVL) was financially supported through this project. KDLA provided staff support and expertise as appropriate.

The KDLA 2008 Librarian Training Needs Survey was completed, and training was planned, coordinated, and funded based on expressed needs and changes in deliverables. KDLA participated in the Endeavor/Voyager Library Management System Consortia project as an individual institution.

Project Outputs

Funding for additional databases in KYVL was provided to the Council on Postsecondary Education (CPE) for CINAHL Full Text and the Literary Reference Center. 545,810 records from non-OCLC cataloging institutions were loaded to the Kentucky group database at OCLC, exceeding the target of 200,000. New contributors, and a number of libraries which had not updated their records in many years, were processed through the OCLC reclamation service. Some reclamation projects required deletion of the library's three character code and starting over with a copy of the library's entire database. Subsequently, the numbers reclamation were large.

The KDLA 2008 Librarian Training Needs Survey resulted in responses from 301 library staff members from all types of libraries. Data was analyzed and region specific data was shared with regional consultants; and statewide data was shared with the Continuing Education Coordinator. Interlibrary loan, reference/research, and cataloging training were requested through the survey, and training in these topics was offered during the project year. 41 training opportunities were provided, with 530 in attendance.

Data obtained from KYVL revealed a 4% increase in database searches. The 15% target was not reached and is attributed to inconsistent data collection and reporting methods at CPE. During 2008 project year, vendors began to report statistics utilizing new counter standards. Output targets will be reexamined and future goals will be based on more realistic numbers. Lending and borrowing increased by 8.3% over the previous year, exceeding the target of 5%. The KDLA 24/7 OPAC was updated to a new version and received 50,289 visits, a 1% increase. Though short of the 25% goal, findings were consistent as the new OPAC is more user-friendly and functions like a standard Internet search engine. An online class was developed to train customers in the effective use of the system.

Project Outcome

The various collaborative efforts supported by this project allowed library and archival repository staff and customers throughout Kentucky to easily gain access to a wealth of information.

With regard to training, 88% of library staff who completed an online evaluation after training indicated that the knowledge and skills that they gained through the training was either outstanding or good. 91% indicated that the training was effective, with 93% indicating that they were satisfied with the level of training provided. These percentages declined over the last six months of the year. In examining comments on the evaluations, there were a number of technical difficulties with the live online delivery, though the majority of the difficulties were related to the participant's network.

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**LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008**

Funds Awarded: \$25,000

Project #: 1F-A

Project Title: Support for Library Consortia: Gates Grant

KDLA Project Monitor: Charlene Davis

Number of Persons Served: 241

Congressional District Served: Statewide

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 1: Access to information and resources

IMLS Primary Performance Category

Enhance a lifetime of learning opportunities

IMLS Secondary Performance Category

Provide access to information, resources, and ideas

Primary Users

Library staff and volunteers

Primary Services

Staff development, education, and training

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To support the partnership effort of the State Library and the Gates Foundation to support public access computing sustainability efforts in public libraries through library staff training.

Project Activities / Methods

Under the terms of the agreement between KDLA and the Gates Foundation, a training plan was developed every six months based on the responses from the KDLA annual survey, registration, and attendance patterns of the previous six months, and training participants' evaluations. Training plans were submitted and approved by the Gates Foundation. Courses were delivered in live online, online anytime, instructor led, and face-to-face formats.

Project Outputs

The 2008 KDLA Librarian Training Needs Survey resulted in 301 responses from librarians. Responses indicated a high interest in training for Dreamweaver and other web design related classes, and topic content Internet resources.

24 technology related classes were planned, offered, and taught online, with 241 library staff attending. Due to time constraints, library staff could not attend all trainings offered. Additionally, communication issues relating to waiting lists and workshop availability prevented many library staff from participating. The number of trainings presented missed the project goal by 1, with waiting lists on 7 classes. Additional trainings will not be scheduled as the project was completed this year.

Project Outcome

Training was delivered according to the approved training plan.

Outstanding or good ratings were given in the following areas by the percentage of respondents indicated: knowledge and skills gained – 94%, learning effectiveness – 95%, and overall satisfaction – 97%.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$103,700

Project #: 1F-B

Project Title: Support for Library Consortia: Virtual Reference

KDLA Project Monitor: Charlene Davis

Number of Persons Served: 5,304

Congressional District Served: Statewide

SUBGRANT INFORMATION

Library Name: Boone County Public Library

Project Title: Virtual Reference Project

Project Director: Jennifer Gregory

Telephone Number: 859-292-3386

Fax Number: 859-384-5557

Email: jgregory@bcpl.org

Library Website Address: http://www.bcpl.org/

Library Address: 1786 Burlington Pike, Burlington, KY 41005

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 1: Access to information, resources, and ideas

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Enhance a lifetime of learning

Primary Users

Statewide public

Primary Services

Information access and services

Virtual library services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide a noncompetitive subgrant to Boone County Public Library to act as the administrative agent in the planning and support of a virtual reference service project using OCLC Questpoint.

Project Activities / Methods

The Boone County Public Library received grant funds to act as the administrative agent for this project. A half time person was hired to administer the daily operation of the project. This project director coordinated the recruitment of additional participants, all contracts with OCLC, assessed libraries' readiness, trained technology and reference staff, updated the project website, and provided all necessary technology support, marketing, and scheduling.

Project Outputs

11 public libraries participated in the project, an increase of 2 libraries over the previous year. Boyd, Grant, Harlan, and Owen County Public Libraries joined this project year. All but Harlan were trained and operational. Jessamine County Public Library opted not to participate in the project this year. The project director trained all of the new libraries' staff in 5 events, with 150 library staff members attending.

The target of all participating libraries promoting the virtual reference service was met. Participating public libraries with local cable companies promoted the service on local talk shows and with 30 second marketing advertisements developed by the administrative agent during the previous year. The advertisements were also placed on YouTube. Member libraries worked directly with local schools, speaking at PTO and other school group meetings and facilitating workshops at teacher in-service trainings. Promotional materials such as bookmarks, rulers, and mouse pads were distributed to local schools resulting in higher service usage by K-12 students.

Boone, Kenton, and Campbell Counties saw an increase in customer use of 89%, 53%, and 50%, respectively. Warren County Public Library saw a 2400% increase in a one month period from the start of the promotional activities. The advertisements were seen by patrons outside participating library counties. Reference questions were received from 53 counties, a 66% increase in the number of questions from counties not served by a participating library. The number of reference questions from non-participating counties increased by 222%. The number of reference questions served by this project increased 139% over the previous year.

Project Outcome

A formal survey was not conducted with regard to the service provided by the Boone County Public Library as the administrative agent for the project; however, discussion with participating libraries indicated that they were extremely happy with the support received. The governance structure of the project was not evaluated as one was not developed. Training events conducted during the project year were not evaluated; however, discussion with training participants indicated that they were more than satisfied with the training provided and had successfully been prepared to provide virtual reference services to their customers.

The project administrator reported that a vast majority of out-of-state librarians responded to questions from Kentucky customers. Discussions with front line staff indicated that many sessions dealt with customers wanting to check out materials or circulation accounts at their local library. As most of the librarians assisting Kentucky customers were not in Kentucky, users felt some level of frustration when they were referred back to the local library.

All participating libraries offered the service to their customers and responded to questions during the project term. It was difficult to assess end user satisfaction as only 3% completed the customer survey, a small percentage, but an increase from the 0.76% respondents from last year.

- 78% indicated the quality of library service good or excellent
- 81% indicated they would very likely use the service again

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$107,600

Project #: 2A

Project Title: Technology Support for Public Libraries

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 2,500

Congressional District Served: Statewide

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide tools for the future

IMLS Secondary Performance Category

Provide access to information, resources, and ideas

Primary Users

Library staff and volunteers

Primary Services

Digitization and digital library projects

Information access and services

Technology infrastructure

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide a statewide technology consultant to assist library personnel in utilizing new and existing technology to provide library services and information resources that meet the needs of their customers.

Project Activities / Methods

KDLA employed a staff Technology Consultant to provide professional technology support to Kentucky's libraries in areas of the state where technological implementation and support are inadequate. The consultant established and maintained a knowledge base in the following areas: existing and emerging technologies, technological purchases, technology utilization, appropriate technologies, and marketing technologies to the public. The consultant traveled to public libraries providing on-site assistance, as well as telephone and email support. Assistance was given in all phases of technological development from initial planning through selection, purchase, and implementation.

Forms and documentation were created and made available as part of the consultation process. Some material was available online, while other documents were provided as needed, many times after extensive customization by the consultant. Consultations were provided online, in group, and one-on-one settings. The consultant also attended two E-rate trainings provided by ALA for trends analysis and updates. Statewide E-rate support was provided to all requesting libraries, with training on an as-needed basis. The Informata services, Bibliostat Connect and Bibliostat Collect, were extremely popular. Improved data submission from libraries resulted in the ability to target services. The consultant also participated in Mobile Data Solutions online training which was shared with public libraries with bookmobile outreach services.

Project Outputs

Visits were made to 3 public libraries for individual consultations, and 4 libraries were assisted in the automation process, including system evaluation, development of request for proposals, advertising for bid, equipment selection, and installation assistance. Efforts to encourage participation in the E-rate program resulted in an increase from 15 libraries to 48 during the project year. 14 public libraries received assistance in applying with E-rate and received \$680,973 in funds. Assistance included developing technology plans, completing forms, and compliance with CIPA.

Grants were awarded totaling almost \$240,000. These grant awards were for library automation, library assistive technology and library innovation. All grant recipients successfully completed their proposed project, with several interesting outcomes outlined in the subgrant reports. A Technology Boot Camp was provided to staff from 9 public libraries for information and hands on training in automating and networking.

Numerous email and telephone inquiries were answered during the project year. Topics included RFID, web sites, and technology plans. Implementation and utilization of the Informata programs continued. This is a service for the collecting and utilization of statistical data from libraries, both within Kentucky, and nationwide. Public libraries have direct access to Informata, though many informational requests to come to technology consultant.

Project Outcome

Libraries are better positioned to serve the technological needs of their client population as a result of the consultation and training provided. During the project term, four libraries completed the automation process. Many commented that their automation projects would not have been possible without the assistance they received, and that time and money were saved through the expertise provided by the consultant in product selection and acquisition.

The technical assistance enabled the libraries to better serve all facets of their clients' information needs, as an increasing amount of information is accessible through electronic means. Further, these libraries are better equipped to anticipate future technology changes, make informed technology purchasing decisions, and provide basic technology assistance to their patrons.

Email alerts and other materials produced through this project resulted in significant savings under the E-rate program, which would have potentially been lost except for the timely dissemination of this information. Several libraries were assisted with difficulties they encountered with the SLD (Schools and Libraries Division of the Universal Services Administrative Company), which was established by the Federal Communications Commission to oversee the E-rate funding program. After being guided through the appeals process, these libraries are better positioned to navigate the difficult issues for themselves in future years.

Formal surveys were not conducted with regard to the services provided by the Technology Consultant, however personnel at newly automated libraries expressed that money and time were saved through efforts of the consultant toward product selection and acquisition. Training events conducted during the project year were also not evaluated.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$39,450

Project #: 2B

Project Title: Library Automation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 11,518

Congressional District Served: 2nd

SUBGRANT INFORMATION

Library Name: Green County Public Library

Project Title: Library Automation (1B3a)

Project Director: Shelley Pruitt

Telephone Number: 270-932-7081

Fax Number: 270-932-7081

Email: shelley.pruitt@windstream.net

Library Website Address: http://www.gcpl.info

Library Address: 112 West Court Street, Greensburg, KY 42743-1562

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Library staff and volunteers

Statewide public

Primary Services

Information access and services

Software and equipment

Technology infrastructure

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide faster, high quality library services through the installation of an automated circulation and catalog system.

Project Activities / Methods

The Green County Public Library received a 50% matching, competitive grant for \$39,450. Funds were used for equipment and installation, retrospective conversion, barcode labels, and other expenses associated with automation.

The library selected a vendor to complete the full automation process. Collections were evaluated and weeded, a full inventory was taken, and the shelf list for conversions was sent to the vendor. Library cards and barcodes were purchased, along with the equipment required, to complete the automation process. Following installation of the equipment, staff was trained on the use of the system. The library promoted the automation and staff trained patrons on the use and functionality of the new equipment.

Project Outputs

- Automation software and equipment was purchased and installed
- Staff members were trained in the use of the equipment
- 1,780 library cards issued in less than one month, nearly exceeding total project goal of 2,000

Project Outcome

The library reported that the automation system was a significant improvement for their community. Due to retrospective conversion costs and the number of books weeded, the library was able to purchase 4 additional workstations, patron cards, barcodes, and enhanced scanners. Patrons were able to access their accounts from home which has greatly increased customer satisfaction. The library reported that patrons love that they are able to search for materials through the new webpage, renew checked out items and place new items on hold. New materials can now be processed and made available to patrons in less time. Library staff can now easily check materials in or out and produce concise reports.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$37,250

Project #: 2B

Project Title: Library Automation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 3,000

Congressional District Served: 1st

SUBGRANT INFORMATION

Library Name: Metcalfe County Public Library

Project Title: Library Automation (1B3b)

Project Director: Rhonda Glass

Telephone Number: 270-432-4981

Fax Number: 270-432-4981

Email: metcolib@scrtc.com

Library Website Address: http://www.youseemore.com/metcalfe

Library Address: PO Box 626, 200 S. Main Street, Edmonton, KY, 42129

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Library staff and volunteers

Statewide public

Primary Services

Information access and services

Software and equipment

Technology infrastructure

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide improved and expanded library services through the installation of an automated circulation and catalog system.

Project Activities / Methods

The Metcalfe County Public Library received a 50% matching, competitive grant for \$37,250. Funds were used for consultants, equipment and installation, software, training, and promotion.

The library selected a vendor to complete the full automation process. Collections were evaluated and weeded, a full inventory was taken, and the shelf list for conversions was sent to the vendor. Books were barcoded with smart barcodes. The webpage was launched. Following installation of the equipment, staff was trained on the use of the system. The library promoted the automation, and staff trained patrons on the use and functionality of the new equipment.

Project Outputs

- Automation software and equipment was purchased and installed
- Staff members were trained in the use of the equipment
- 871 patrons were issued new library cards
- 2,160 visits to the library's website in the first two months
- Use of library services by students increased 10%
- Overdue materials were reduced by 50%

Project Outcome

Training provided by the vendor increased staff knowledge of the library's catalog and web site, and improved the efficiency of the day-to-day operations of circulation, cataloging, and reports. The new system was well received by patrons, who especially benefited from the library's online catalog. Patrons were able to use the online catalog for research as well as to search for library events. The new automation system resulted in increased patron participation in library programs and increased circulation of library materials.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$14,050

Project #: 2B

Project Title: Library Automation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 16,000

Congressional District Served: 4th

SUBGRANT INFORMATION

Library Name: Northern KY University - W. Frank Steely Library

Project Title: W. Frank Steely Library Digital Project (1B3c)

Project Director: Perry Bratcher

Telephone Number: 859-572-5483

Fax Number: 859-572-6181

Email: bratcher@nku.edu

Library Website Address: http://www.nku.edu

Library Address: Northern KY University Nunn Dr., Highland Heights, KY 41099

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Library staff and volunteers

Statewide public

Primary Services

Information access and services

Software and equipment

Technology infrastructure

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To meet customer informational needs by expanding user access to special and historically important resources by digitizing the library's special collections and archive materials.

Project Activities / Methods

The Northern KY University W. Frank Steely Library received a 50% matching, competitive grant for \$14,050. Funds were used to purchase enhanced audio equipment and storage media to digitize special collections and archive materials.

The library purchased enhanced audio equipment and storage media that included an external hard drive and portable USB drives. Desktop computers, scanners, and software were purchased. The systems librarian created an area on the campus server that made materials available digitally. A collection with local, regional, and national significance was selected and digitized. The archivist created finding aids for the newly digitized materials.

Project Outputs

- Digitization equipment was purchased and installed
- 1 significant collection was scanned
- Transcripts of the scans were created
- 70% of the finding aids for the collection were created
- Staff members were trained on the use of the equipment.

Project Outcome

The library reported that the addition of the digitized materials greatly enhanced user access to the library's collection of special and historical materials. Library staff developed work processes and technical standards, and was able to identify and troubleshoot problems. The student and faculty body, residents of the region, and the statewide public are able to browse and access full-text searchable collections via the digital library system's bibliographic records, online SC&A finding aids, WorldCat, the KYVL Digital Library, and the Library and University web pages.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$2,800

Project #: 2B

Project Title: Library Automation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 10,000

Congressional District Served: 5th

SUBGRANT INFORMATION

Library Name: Pike County Public Library District

Project Title: Phone Tree 3500 (1B3d)

Project Director: Delania Adkins

Telephone Number: 606-432-9977

Fax Number: 606-432-9908

Email: pcplda05@pikelibrary.org

Library Website Address: http://www.pikelibrary.org

Library Address: PO Box 1197, Pikeville, KY 41502

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Library staff and volunteers

Statewide public

Primary Services

Information access and services

Software and equipment

Technology infrastructure

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide improved library services to patrons by reducing the number of overdue materials with the use of a telephone notification system.

Project Activities / Methods

The Pike County Public Library District received a 50% matching, competitive grant for \$2,800. Funds were used to install a Phone Tree 3500 telephone notification system.

The library district added an additional telephone line and purchased a telephone notification system. Library staff was trained on the use of the system and updated existing patron telephone numbers. Telephone notification of overdue materials was implemented, including notification and reminders of library programs and cancellations.

Project Outputs

- Telephone notification system was purchased
- Staff members were trained
- Existing patron telephone numbers were updated to the telephone system specific format
- Number of patrons with overdue materials decreased 26%

Project Outcome

The telephone notification system significantly reduced the number of overdue materials which increased customer access to the library's collection. The library saw an increase in the number of items being returned, resulting in more items being circulated. Library staff had more time to provide assistance to patrons without the task of generating and mailing overdue notices. The cost of generating and mailing paper overdue notices was eliminated. The cost of program promotion was reduced as the telephone notification system was used to notify patrons of library programs and events.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$23,300

Project #: 2C

Project Title: Library Innovation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 10,000

Congressional District Served: 1st

SUBGRANT INFORMATION

Library Name: Fulton County Public Library

Project Title: Innovative Digitizing Microfilm Printer (1C3Ba)

Project Director: Elaine Allen

Telephone Number: 270-472-3439

Fax Number: 270-472-6241

Email: fultonpl@bellsouth.net

Library Website Address: http://www.fultonlibrary.com

Library Address: 312 Main Street, Fulton, KY 42041-1699

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Library staff and volunteers

Adults

Primary Services

Cultural heritage programs

Digitization

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To improve patron access to genealogical and reference materials by upgrading existing microfilm readers to microfilm reader printers.

Project Activities / Methods

The Fulton County Public Library received a non-matching, competitive grant for \$23,300. Funds were used to purchase and install microfilm reader printers that have the capability of reading, printing, and digitizing microfilm. Funds were also used to provide consultants and equipment.

Project Outputs

- 2 computers were purchased and installed
- 3 E-Imagedata ScanPro 1000 microfilm reader machines were purchased and installed
- Library staff was trained on the operation of the equipment
- Several thousand people without burial markers have been identified by local genealogists

Project Outcome

The library was able to serve their patrons more effectively with the microfilm reader printer upgrade. In the past 45 years, the library has amassed a huge microfilm collection of local government records, deeds, marriages, deaths, census data, etc. The microfilm readers increased patrons' ability to locate, digitize and print local records for personal and professional use. The library reported that patrons appreciate that their library has some of the newest technology in the state.

Other Results

The availability of the microfilm reader equipment has allowed a local researcher to search the collection daily for information to compile a book of Fulton and Hickman County death certificates that will be published by the local genealogical society. Another researcher uses the equipment twice a week to complete research for persons outside Kentucky.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$11,300

Project #: 2C

Project Title: Library Innovation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 120

Congressional District Served: 2nd

SUBGRANT INFORMATION

Library Name: Green County Public Library

Project Title: Computer Literacy for Adults (1C3Bb)

Project Director: Shelley Pruitt

Telephone Number: 270-932-7081

Fax Number: 270-932-7081

Email: shelleypruitt@windstream.net

Library Website: http://www.gcpl.info

Library Address: 112 West Court Street, Greensburg, KY 42743-1562

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Adults

Primary Services

Information access and services

Software and equipment

Training for the public

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide funding for innovative and creative solutions to patron service problems encountered in Kentucky's public libraries.

Project Activities / Methods

The Green County Public Library received a non-matching, competitive grant for \$11,300. Funds were used to purchase equipment, software, wireless Internet access, and audiovisual materials to provide basic computer literacy and GED classes to patrons who sought to become gainfully employed, and those who lacked a high school education, respectively. The Green County Public Library worked in partnership with the Green County Adult Learning Center.

Project Outputs

- 6 wireless laptop computers were purchased
- 2 Microsoft Office software packages were purchased
- Audiovisual materials (GED Connection and Workplace Essential Skills VHS tapes & DVDs, calculators, and books) were purchased
- 4 eight-week basic computer training classes, with email and Internet resume posting, were conducted
- 25 patrons enrolled in twice weekly GED classes
- Internet users increased to 893, from 500 users in 2007

Project Outcome

The library reported that the addition of computer equipment, software and educational materials greatly impacted patron access to information, resources, and services. Training provided with the assistance of the Green County Adult Learning Center increased patrons' knowledge and skills resulting in 3 patrons earning their GED certificate. 3 additional patrons obtained employment from participation in computer training that placed emphasis on email and Internet resume posting. The planned job fair was not conducted due to lack of participation from local companies.

Anecdotal Information

In the local newspaper, the Green County Adult Learning Center director congratulated the public library on their joint efforts with a recent graduate of the GED program. This *"...is a perfect example that it is never too late to obtain goals and milestones in your life... the older non-traditional student – they stay focused and committed."*

Exemplary Project

Computer Literacy for Adults is a unique project that was designed to meet the needs of Green County and its residents. Through collaborative efforts, the library was able to impact program participants in many identifiable ways. Most significant is the impact on local residents without high school diplomas. By providing the means to further one's education, the library increased participant's knowledge and skills, and positively affected their life status.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$12,000

Project #: 2C

Project Title: Library Innovation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 2,550

Congressional District Served: 4th

SUBGRANT INFORMATION

Library Name: Harrison County Public Library

Project Title: Increasing Community Access to Technology (1C3Bc)

Project Director: Patricia Barnes

Telephone Number: 859-234-4881

Fax Number: 859-234-0059

Email: plbarnes@cynthianalibrary.org

Library Website: http://www.cynthianalibrary.org

Library Address: 104 N. Main Street, Cynthiana, KY 41031

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Enhance a lifetime of learning opportunities

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Adults

Special needs persons

Young adults and teens

Primary Services

Continuing education for the public

Training for the public

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide funding for innovative and creative solutions to patron service problems encountered in Kentucky's public libraries.

Project Activities / Methods

The Harrison County Public Library received a non-matching, competitive grant for \$12,000. Funds were used to purchase equipment, software, and wireless Internet to increase patron access to technology and provide basic computer literacy training to improve patrons' technological skills. Microsoft Word 1, Microsoft Excel, and Internet usage classes were offered during the project period.

Project Outputs

- 6 laptop computers were purchased and installed
- 1 LaserJet printer was purchased and installed
- 6 Microsoft Office with MS Publisher software packages were purchased
- Brochures were developed for computer classes
- 3 classes were offered, Intro to Word, Beginning Internet, and Intro to PowerPoint and was attended by 13 patrons
- The laptops were used by 10 at-risk high school students throughout the project year

Project Outcome

The library reported the use of laptops has been favorably received by patrons. Use has been supported by students at the local community college, at-risk high school students, and the general public. Attendance at the computer classes was limited. The proposed collaboration with Harrison County Adult Education was not realized. Revised guidelines prevented the adult education coordinator from providing instructors for scheduled classes. Pre- and post-surveys were not conducted. The monthly newsletter which was to be created by class attendees was not developed. Participation in the at-risk student program increased, which required an additional teacher, and subsequently graduated 4 students.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$12,700

Project #: 2C

Project Title: Library Innovation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 130

Congressional District Served: 4th

SUBGRANT INFORMATION

Library Name: Henry County Public Library

Project Title: Library Collection Enhancement with eBooks and Readers (1C3Bd)

Project Director: Joe Schweiss

Telephone Number: 502-845-5682

Fax Number: 502-845-4807

Email: joseph.schweiss@henrylibrary.org

Library Website: http://youseemore.com/henry

Library Address: 172 Eminence Terrace, Eminence, KY 40019

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Adults

Seniors

Young adults and teens

Primary Services

Information access and services

Software and equipment

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide funding for innovative and creative solutions to patron service problems encountered in Kentucky's public libraries.

Project Activities / Methods

The Henry County Public Library received a non-matching, competitive grant for \$12,700. Funds were used to purchase electronic versions of traditional print books (eBooks) and eBook reading devices for the purpose of meeting customer informational needs by providing access to titles that were unavailable at the library.

Project Outputs

- 507 titles were purchased
- 28 eBook reading devices were purchased
- eBook circulation policy was developed and implemented
- Library staff were trained on the use of the equipment
- 130 patrons used the new service

Project Outcome

The library reported that the purchase of electronic titles and eBook readers greatly enhanced the speed with which the library filled patron requests for titles that were unavailable at the library due to check out or titles that the library did not own. The wait time was reduced from days or weeks to the time required for download. Titles were available in small and large print, which made the devices accessible for library patrons of all ages. Space required to house the electronic titles was minute as compared to traditional print books. The projected target of serving 400 patrons was not met due to resistance to the technology and fear of damaging the equipment and incurring fees associated with repair.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$4,100

Project #: 2C

Project Title: Library Innovation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 30,000

Congressional District Served: 5th

SUBGRANT INFORMATION

Library Name: Hopkins County Public Library

Project Title: HC MPL TV (1C3Be)

Project Director: Terry Caudle

Telephone Number: 270-825-2680

Fax Number: 270-825-2777

Email: library@vci.net

Library Website Address: http://www.publiclibrary.org/

Library Address: 31 South Main Street, Madisonville, KY 42431-2577

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Institutionalized persons

Senior Citizens

Special needs persons

Primary Services

Software and equipment

Outreach services

Virtual library services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide funding for innovative and creative solutions to patron service problems encountered in Kentucky's public libraries.

Project Activities / Methods

The Hopkins County Public Library received a non-matching, competitive grant for \$4,100. Funds were used to purchase a computer, monitor, camcorder, tripod, video editing software, and data projector to enable the library to video record library programming and events. Outreach activities targeted local schools systems and daycare programs, patrons in nursing homes, retirement and assisted living facilities, and those who were unable to attend library events.

Project Outputs

- Equipment and software was purchased
- Library staff was trained on the use of the equipment
- 8 videos were produced and placed on the library's YouTube site
- Videos were viewed 482 times
- A teen group was formed to support video production

Project Outcome

The library reported that HCMPL-TV provided a new medium to enable patrons' access to library programming and events. Activities recorded included House of Reptiles, Silly Olympics, Garbage Can Band, Teens & the Library, Backpack Makeover, T-Shirt Makeover, and videos related to the Summer Reading Program. A promotional video was also produced and presented to the Madisonville Fiscal Court. Many patrons have responded that they have enjoyed viewing the footage offered on HCMPL-TV. This project increased the availability of online media programming to patrons. Additional videos on a variety of topics will be produced in the coming year.

Exemplary Project

This project is exemplary because it utilizes technology to provide patrons access to library information and resources in an innovative way. Patrons, who are physically unable to go to the library, are able to post-participate in library programming and events from their homes.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$7,200

Project #: 2C

Project Title: Library Innovation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 28

Congressional District Served: 5th

SUBGRANT INFORMATION

Library Name: Menifee County Public Library

Project Title: Reaching Out Through Discs (1C3Bf)

Project Director: Melissa Wells

Telephone Number: 606-768-2212

Fax Number: 606-768-9676

Email: melissacwells@hotmail.com

Library Website Address: http://youseemore.com/menifee/

Library Address: PO Box 49, Frenchburg, KY 40322-0049

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and idea

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Adults

Library staff and volunteers

Young adults and teens

Primary Services

Software and equipment

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To improve patron access to library media materials by providing disc repair services to libraries in three Kentucky regions.

Project Activities / Methods

The Menifee County Public Library received a non-matching, competitive grant for \$7,200. Funds were used to purchase a disc repair machine and supplies to increase the availability of media materials and minimize the cost of repair and replacement. The service was extended to the 28 libraries in the Buffalo Trace, FIVCO/Big Sandy and Kentucky River regions. CD/DVDs were sent through the State Library's Interlibrary Loan service. Library staff was trained on the use of the equipment.

Project Outputs

- 477 DVDs and CDs were cleaned
- 7 libraries participated
- Participating libraries saved \$1,431 in repair/cleaning fees

Project Outcome

The library reported that this project enabled participating libraries to increase the life of multimedia materials and eliminate the cost of repair and replacement. Libraries were able to serve their patrons more effectively by providing greater access to library resources.

Anecdotal Information

"With the difficult times that libraries are facing financially, it is good to know that you can get help for free."

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$19,400

Project #: 2C

Project Title: Library Innovation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 1,000

Congressional District Served: 6th

SUBGRANT INFORMATION

Library Name: Montgomery County Public Library

Project Title: Technology Equal Access (1C3Bq)

Project Director: Melissa Smathers Barnes

Telephone Number: 859-498-2404

Fax Number: 859-498-7477

Email: mtsterlinglibrary@yahoo.com

Library Website Address: <http://www.youseemore.com/mtsterling/>

Library Address: 241 W Locust Street, Mt Sterling, KY 40353-1352

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Adults

Seniors

Primary Services

Continuing education for the public

Information access and services

Software and equipment

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide funding for innovative and creative solutions to patron service problems encountered in Kentucky's public libraries.

Project Activities / Methods

The Montgomery County Public Library received a non-matching, competitive grant for \$19,400. Funds were used to purchase equipment, software, and wireless Internet service. Services to improve the technology skills of patrons were provided. Trained library staff and volunteers were made available for consultation and provided basic email training and Internet usage classes.

Project Outputs

- 18 wireless laptop computers were purchased
- 6 Microsoft Office software packages were purchased
- 1 computer cart was purchased
- Contracted with a technology consultant provider to develop basic computer usage instructional program
- Collaborated with Boy Scout Youth Serve project coordinator to recruit student volunteers to train patrons (Boy Scout Computer Class Cooperative Project)

Project Outcome

The library reported that the addition of computer equipment, software and educational materials greatly impacted patron knowledge and skills. Evaluations received were positive. Training provided successfully increased patrons' knowledge and skills, and in many cases exceeded expectations.

Anecdotal Information

Participant statements regarding what they liked most about class:

"Young people helping an old geezer like me."

The young boys helping me. They knew more than me. If they didn't know the answer I asked them, they would ask someone."

"The knowledge of our instructor and the help and step by step instructions."

"One on one instruction."

"Extending my education."

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$17,600

Project #: 2C

Project Title: Library Innovation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 1,200

Congressional District Served: 1st

SUBGRANT INFORMATION

Library Name: Ohio County Public Library

Project Title: B.Y.T.E. (1C3Bh)

Project Director: Melissa Acquaviva

Telephone Number: 270-298-3790

Fax Number: 270-298-4214

Email: macquaviva@ohiocountypubliclibrary.org

Library Website Address: http://ohiocountypubliclibrary.org

Library Address: 413 Main Street, Hartford, KY 42347-1137

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Adults

Seniors

Primary Services

Continuing education for the public

Software and equipment

Training for the public

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide funding for innovative and creative solutions to patron service problems encountered in Kentucky's public libraries.

Project Activities / Methods

The Ohio County Public Library received a non-matching, competitive grant for \$17,600. Funds were used to update and expand an existing instructional computer lab. Desktop and laptop computers, software, digital flatbed scanners, other peripherals and supplies were purchased. Funds were also used for a technology consultant, installation, and Internet connection upgrade. The project offered continued support for the library's existing computer literacy program for children and adults, B.Y.T.E. (Better Your Technology Experience). The library partnered with a tax assistance program which utilized the computer lab to assist patrons with free income tax filing. The library also collaborated with a local hospital which installed a computerized tracking system to monitor patients. Training was provided to older hospital employees who lacked computer skills.

Project Outputs

- Equipment, software and supplies were purchased
- Library staff was trained on the use of the equipment
- 5 children's computer classes were developed and conducted
 - Clickers (ages 3 & 4) – the basics of clicking a mouse and using a keyboard while utilizing fine motor skills, as well as shapes and colors
 - Explores (ages 5) – Explore games to understand the use of the mouse and keyboard
 - Surfers I (grades K & 1) – Surf the Internet to find and print pictures of things that begin with each letter of the alphabet using child safe websites
 - Surfers II (grades 2 & 3) and Super Surfers (grades 4 – 6) – Learn what the Internet is and how to use it by surfing the web
- Basic Computing, Word Basics, PowerPoint, and Internet safety classes were taught to children over the summer months
- 14 different types of technology and business classes were offered to adult patrons during the project year

Project Outcome

The library reported that the upgrade of the computer lab notably impacted patron access to technology and services. Training provided increased patrons' knowledge and skills level. Evaluations received were positive.

Anecdotal Information

Feedback from a second grader: *"I liked learning to copy and paste."*

A fifth grader informed instructors, *"The PowerPoint class was very cool and she would use it in school next year."*

An elderly patron said, *"I don't know why more people don't take advantage of these classes and I'm going to tell a bunch of people about this."*

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$16,350

Project #: 2C

Project Title: Library Innovation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 4,000

Congressional District Served: 5th

SUBGRANT INFORMATION

Library Name: Pike County Public Library District
Project Title: allCIRC DVD Checkout System (1C3Bi)
Project Director: Delania Adkins
Telephone Number: 606-432-9977
Fax Number: 606-432-9908
Email: pcpldao5@pikelibrary.org
Library Website Address: http://www.pikelibrary.org
Library Address: PO Box 1197, Pikeville, KY 41502

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Adults
Library staff and volunteers
Young adults and teens

Primary Services

Information access and services
Software and equipment
Technology infrastructure

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide improved library services to patrons by reducing multimedia theft with the installation of a DVD checkout system.

Project Activities / Methods

The Pike County Public Library received a non-matching, competitive grant for \$16,350. Funds were used to purchase and install an allCIRC DVD intelligent management checkout system to improve customer service by reducing the theft of DVD materials. The checkout system increased audiovisual circulation, and decreased staff time spent monitoring and checking out the library's current DVD collection. Library staff, volunteers, and patrons were trained to use the new system.

Project Outputs

- DVD management and checkout system was purchased and installed
- 23 staff members were trained
- Patrons and volunteers were trained in the use of the system
- Theft of audiovisual materials decreased more than 50%
- Audiovisual circulation increased 6.173% over the previous year
- 100 surveys were distributed to patrons

Project Outcome

The library was able to serve their patrons more effectively and decrease wait time for users. The allCIRC management and checkout system significantly decreased the number of audiovisual thefts, which increased customer access to the library's collection. Library staff had more time to provide assistance to patrons in other areas. Patrons' survey responses indicated that they were satisfied with the new automated system and service.

Anecdotal Information

A recurring comment on the questionnaires was that patrons loved not having to wait at the circulation desk for staff members to retrieve their materials.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$7,450

Project #: 2C

Project Title: Library Innovation

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 24,000

Congressional District Served: 5th

SUBGRANT INFORMATION

Library Name: Rowan County Public Library

Project Title: AquaBrowser OPAC Interface (1C3Bj)

Project Director: Helen Williams

Telephone Number: 606-784-7137

Fax Number: 606-784-3917

Email: hwilliams@rowancountylibrary.org

Library Website Address: http://www.youseemore.com/rowan/

Library Address: 185 East First Street, Morehead, KY 40351

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Adults

Statewide public

Primary Services

Information access and services

Software and equipment

Technology infrastructure

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide funding for innovative and creative solutions to patron service problems encountered in Kentucky's public libraries.

Project Activities / Methods

The Rowan County Public Library received a non-matching, competitive grant for \$7,450. Funds were used to purchase and install AquaBrowser Library, the next generation OPAC interface. The AquaBrowser Library interfaced with the library's existing online catalog to provide users search results that included word stem and spelling variants, relevance ranked search results, and visual maps of word associations and synonyms to improve customer service and increase staff productivity. The AquaBrowser made patron searching similar to that of Internet search engines. Library staff was trained to use the new system.

Project Outputs

- The AquaBrowser web server and software was purchased and installed
- Staff was trained on the use of the equipment and software
- The library's webpage was redesigned to accommodate the AquaBrowser

Project Outcome

The library was able to serve their patrons more effectively by increasing the number of citations and relevant citations of search queries thereby providing expanded access to information and resources. Library staff reported using the web browser to assist patrons and work on collection development. Marketing and training of patrons did not occur until the end of the project. As a result, usage data was not available. Patrons were able to search the library's online catalog using the traditional interface and search using the AquaBrowser search engine interface. Library patrons indicated they were pleased with the new search option.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$4,250

Project #: 2D

Project Title: Library Assistive Technology

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 3,500

Congressional District Served: 4th

SUBGRANT INFORMATION

Library Name: Gallatin County Public Library

Project Title: Automated Door Project (1C3Ca)

Project Director: Judy Oliver

Telephone Number: 859-567-2786

Fax Number: 859-567-4750

Email: joliver@gallatincountylibrary.org

Library Website Address: http://www.gallatincountylibrary.org

Library Address: PO Box 848, 209 W. Market Street, Warsaw, KY 41095

LSTA Purpose

Services to persons having difficulty using libraries

State Five-Year Plan

Goal 1: Access to information and resources

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

Senior citizens

Special needs persons

Primary Services

Outreach services

Software and equipment

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide funding for innovative and creative solutions to patron service problems encountered in Kentucky's public libraries by patrons with special needs.

Project Activities / Methods

The Gallatin County Public Library received a non-matching, competitive grant for \$4,250. Funds were used to purchase and install automatic doors with counters at both entrances of the library to assist disabled patrons and those with special needs.

Project Outputs

- 2 Automatic doors were purchased and installed

Project Outcome

The automatic doors provided the elderly and disabled complete access from the parking lot to the circulation desk. Library patrons with special needs found that using the library was much easier and required less assistance. There was a higher level of safety for disabled patrons and senior citizens attempting to gain entry. The ease of use and additional safety encouraged an increase in the number of visits and participation in library programs by patrons with special needs.

Anecdotal Information

"The doors sure come in handy when I have my hands full."

"It's so great we have the doors in now. When I come in with two little ones and another in a stroller with an armload of books, its great not having to juggle the doors just to get in."

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$2,000

Project #: 2D

Project Title: Library Assistive Technology

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 250

Congressional District Served: 1st

SUBGRANT INFORMATION

Library Name: Henry County Public Library

Project Title: Automatic Door Opener for Disabled and Elderly Patrons (1C3Cb)

Project Director: Joe Schweiss

Telephone Number: 502-845-5682

Fax Number: 502-845-4807

Email: joseph.schweiss@henrylibrary.org

Library Website Address: http://www.youseemore.com/henry

Library Address: 172 Eminence Terrace, Eminence, KY 40019

LSTA Purpose

Services to persons having difficulty using libraries

State Five-Year Plan

Goal 1: Access to information and resources

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

Senior citizens

Special needs persons

Primary Services

Outreach services

Software and equipment

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide funding for innovative and creative solutions to patron service problems encountered in Kentucky's public libraries by patrons with special needs.

Project Activities / Methods

The Henry County Public Library received a non-matching, competitive grant for \$2,000. Funds were used to purchase and install automatic door openers at the main library entrance and rear entrance to assist elderly and disabled patrons, special needs persons, and young families with small children in visiting the library.

Project Outputs

- 2 automatic door openers were purchased and installed

Project Outcome

The automatic door opener provided access for elderly and disabled patrons to gain entry into the library. The grant project was combined with the library's internal project, which consisted of resurfacing and repainting the parking lot in order to have clearly marked handicapped accessible parking spaces. The main entrance was equipped with an automated door opener with two activation buttons, one inside and one outside, which made the building more accessible, but did not address patron exit. A second automatic door opener was installed to simplify the exit path to the parking lot. The library reported increased the traffic from elderly and disabled patrons and more visits per week from elderly and disabled "regulars."

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$5,000

Project #: 2D

Project Title: Library Assistive Technology

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 1,200

Congressional District Served: 1st

SUBGRANT INFORMATION

Library Name: Hopkins County Public Library

Project Title: Assistive Technology Computer Workstations (1C3Cc)

Project Director: Terry Caudle

Telephone Number: 270-825-2680

Fax Number: 270-825-2777

Email: library@vci.net

Library Website Address: http://www.publiclibrary.org/

Library Address: 31 South Main Street, Madisonville, KY 42431-2577

LSTA Purpose

Services to persons having difficulty using libraries

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide tools for the future

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

Senior citizens

Special needs persons

Primary Services

Information access and services

Outreach services

Software and equipment

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide funding for innovative and creative solutions to patron service problems encountered in Kentucky's public libraries by patrons with special needs.

Project Activities / Methods

The Hopkins County Public Library received a non-matching, competitive grant for \$5,000. Funds were used to purchase computers with screen reader and magnification software, large-type keyboards with Qwerty and ABC layout, large trackballs, and other peripherals. The project assisted patrons that are vision and hearing impaired, elderly and disabled, and physically challenged. The computer equipment and software was used in computer classes at the library and local Senior Center. An additional touch screen monitor was purchased and added to the library's existing laptop lab used for outreach services.

Project Outputs

- 4 computer towers were purchased
- 4 20" computer monitors were purchased
- 1 15" flat panel touch screen monitor was purchased
- 4 Trackballs were purchased
- 4 large-type keyboards were purchased
- 4 headphones were purchased
- 4 Microsoft Office software packages were purchased
- 4 Zoom Text screen magnification and reader software packages were purchased
- Library staff was trained in the use of the equipment and software
- 2310 sessions were completed on the equipment

Project Outcome

The library reported that the addition of computer equipment and software greatly improved patron access to technology and services. Seniors and other special needs patrons who desired to develop computer skills, but could not participate in classes due to various impairments, were able to do so. Outreach services and training significantly improved patrons' knowledge and skill levels.

Anecdotal Information

The library project director reported:

"A senior citizen who had not been able to use a computer due to difficulty using a mouse was able to use a computer by utilizing the trackball."

"A Senior Center patron who had a stroke and thought he could not use a computer, was trained and spent time outside class to improve his skills."

"Patrons commented that monitors were easier to see and keyboards were easier to read."

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$3,550

Project #: 2D

Project Title: Library Assistive Technology

KDLA Project Monitor: Emma Hignite

Number of Persons Served: 500

Congressional District Served: 5th

SUBGRANT INFORMATION

Library Name: Oldham County Public Library

Project Title: Assistive Technology for the Physically Challenged (1C3Cd)

Project Director: Vicki S. Marsh

Telephone Number: 502-241-9017

Fax Number: 502-241-1108

Email: vsmarsh@gmail.com

Library Website Address: http://www.oldhampl.org

Library Address: PO Box 365, 6720 W Hwy 146, Crestwood, KY 40014

LSTA Purpose

Services to persons having difficulty using libraries

State Five-Year Plan

Goal 1: Access to information and resources

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

Senior Citizens

Special needs persons

Primary Services

Outreach services

Software and equipment

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide funding for innovative and creative solutions to patron service problems encountered in Kentucky's public libraries by patrons with special needs.

Project Activities / Methods

The Oldham County Public Library received a non-matching, competitive grant for \$3,550. Funds were used to purchase and install two automatic single swing door units at the rear entrance of the library to assist elderly and disabled patrons, and special needs persons.

Project Outputs

- 2 automatic single swing door units were purchased and installed
- 2 *Handicapped Entrance* signs were posted at the entrance and rear of the library building

Project Outcome

The automatic swing door units provided access for elderly and disabled patrons to gain entry into the library. Many patrons have indicated regular use of the doors and their appreciation for the new technology. Library staff reported that requests from special needs persons for assistance to enter the building were eliminated.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$371,900

Project #: 2E

Project Title: Information Technology Infrastructure Support

KDLA Project Monitor: Skip Hunt

Number of Persons Served: 1,500,147

Congressional District Served: Statewide

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Enhance a lifetime of learning opportunities

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Library staff and volunteers

Statewide public

Primary Services

Digitization and digital library projects

Information access and services

Technology infrastructure

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide the information technology infrastructure for the State Library; information technology services for patrons of the State Library, including state employees and public libraries statewide; and technology that ensures the success of other LSTA funded projects.

Project Activities / Methods

Funds were used for information technology personnel costs, hardware, software, and network components that enabled the availability and support of electronic information resources, including reference, literary, and records of government.

Information technology support was provided to KDLA staff, as needed. The following purchases enhanced the network infrastructure as noted:

- A storage area network (SAN) switch to provide more reliable access to the storage area network
- A telephone conferencing/web service for State Library staff which enabled them to train customers remotely, throughout the state
- A tape expansion unit to enhance disk space for State Library staff which enabled them to continue to record books for customers
- Additional storage to meet the increasing need for storage requirements to provide access to electronic records of Kentucky state government

Project Outputs

The projected output targets for server and storage improvements were met, including output targets for software license updates. Due to higher than anticipated costs associated with electronic storage, funding was not available for upgrading computers and monitors as projected.

Information technology staff visited remote office locations to improve the network architecture, upgrade hardware, resolve connectivity issues, and provide general support to remote staff. At least 15 visits were made and several offices received multiple visits during the project year.

Project Outcome

Through this project, electronic information resources and services were delivered to the direct customers of KDLA and local public library systems, providing local citizens a portal to the State Library's information resources, both library and archival. These operations ensured that libraries and citizens of Kentucky had equitable access to the networked library and archival information available.

Infrastructure improvements, software license upgrades, and ongoing technology support allowed employees to efficiently complete their work, provide enhanced services to customers, and expand services related to electronic resources. State Library staff regularly comment that the LSTA-supported information technology services allow them to perform their functions and provide services that they could not otherwise.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$62,900

Project #: 2F

Project Title: Telecommunication Services Support

KDLA Project Monitor: Christie Robinson

Number of Persons Served: 2.3 million

Congressional District Served: Statewide

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 2: Technology and electronic linkages

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

People with special needs

Statewide public

Primary Services

Information access and services

Technology infrastructure

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide efficient and effective telecommunication services from KDLA to libraries and citizens of Kentucky.

Project Activities / Methods

To accomplish the project objective the following was done:

- Provided connections through the telecommunications system to constituents who called the State Library for services, information, and assistance, and provided voice access to libraries contacting the State Library for information or services
- Maintained servers to current levels of hardware, storage capacity, and current releases of operating systems, and utilized the capabilities of advancing telecommunication technologies
- Provided necessary hardware and software to staff, enabling them to make full use of the array of capabilities provided by the digital telephone system
- Administered all departmental voice and data telecommunications
- Provided funds to support voice mail and telephone access to the department
- Supported attendance at workshops and seminars that provided training in specific skills associated with voice and data communications
- Provided funds to maintain remote communication devices
- Supported access for users with disabilities
- Provided funding for one staff member necessary to oversee, direct and route all customer telephone communications to appropriate staff and resources

Project Outputs

1 – Number of physical digital lines

4 – Number of single line telephones

164 – Number of telephone sets

150 – Average number of calls to KDLA each week through the receptionist

200 – Estimated number of calls routed directly through automated response each week

Project Outcome

Efficient telecommunication and telephony services were provided to facilitate the delivery of all types of available services and resources. Customers of the State Library accessed the services they needed in a timely manner. No complaints or negative remarks were received during the project year.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$87,000

Project #: 3A

Project Title: Regional Consultants Support

KDLA Project Monitor: Michael Jones

Number of Persons Served: 2,001

Congressional District Served: Statewide

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

Library staff and volunteers

Statewide public

Primary Services

Information access and services

Staff development, education, and training

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To strengthen the development of public libraries in Kentucky and improve services for their customers by providing training and guidance for library directors and their staff.

Project Activities / Methods

Regional consultants worked directly with public librarians, trustees, and staff at the local level to promote library development throughout Kentucky. Through attendance at board meetings and regular site visits, consultants provided direct assistance to libraries in a number of essential areas, according to the LSTA purposes, that include:

- programming
- collection development
- automation and technology
- continuing education opportunities
- community relations

Project Outputs

Kentucky has 118 counties that provide local public library services and eight regional consultants. Each consultant traveled throughout their assigned region for site visits, to attend library board meetings, and to assist in providing continuing education opportunities for public librarians and staff.

During the project year, regional consultants made 146,475 contacts with library directors and staff, made 890 site visits, traveled 144,814 miles to libraries across Kentucky, and organized 109 educational opportunities. They produced 6 issues of the *Public Library Newsletter* and over 100 issues of *Kentucky Library News Digest* that were distributed to more than 2,000 library managers and trustees.

Project Outcome

Library directors and staff received professional guidance and support in developing programs and services for the benefit of their patrons and local communities. Library patrons received improved library services and programs as a result of the assistance provided by the regional consultants.

Continuing education events organized through the regional consultants were attended by 1,339 library directors and staff. Consultants worked with individual libraries to ensure compliance with applicable laws and library standards. 57 libraries evaluated their programs and services for the Kentucky Public Library Standards. 23 libraries achieved Essential Level of Standards and 1 reached the Enhanced Level. This indicates that the consultants provided assistance and guidance to enable public librarians to improve the level of services to their customers.

Because most libraries in Kentucky have limited resources, the consultants provided information on potential funding sources and guidance in the appropriate allocation of available resources for programs and services to benefit patrons. Library collections were assessed and collection development policies were reviewed by the consultants, to assist libraries in providing the most up-to-date, accurate, and appropriate information and resources for each community. Without sacrificing traditional materials, consultants

helped libraries become more automated and increase the technological resources available to patrons.

Anecdotal Information

“Having a regional office close by comes in handy for us as a small library. We rely on our Regional Librarian and her staff so much. Over the years, they have helped with so many things in our district.”

“Our Regional knows the answers as she deals with so many other library districts. This saves us much time and effort compiling information for our use.”

“During the 28 years that I have been a director, I cannot count the times that the Regional Librarian has been a life saver. The advice, ideas, reassurance, and the ability to calm me down when I’m ready to pull my hair out, is priceless.”

“Regional Consultant support is very important to me as a library director. The many opportunities for continuing education and help with certification is invaluable, as all full time employees must be certified and keep their certification current.”

“Anytime the board, myself, or one of the library staff has a question that could not be answered locally, she has always provided the answers we need. She many times brings written documentation to back up her answers.”

“Without the help of the Regional Consultants many of our programs and services would not be as effective, or would be nonexistent. Continuing education organized by the consultants is essential to my library personnel and programming.”

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$185,000

Project #: 3B

Project Title: Kentucky Talking Book Library

KDLA Project Monitor: Barbara Penegor

Number of Persons Served: 5,010

Congressional District Served: Statewide

LSTA Purpose

Services to persons having difficulty using libraries

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

People with special needs

Senior citizens

Primary Services

Information access and services

Outreach services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide free public library services to Kentuckians who are physically unable to read standard print because of visual or physical disabilities.

Project Activities / Methods

KDLA provided direct services to patrons by circulating reading materials in alternative formats and the necessary playback equipment via the US Postal Service. Customized service was provided to each patron, assisting them with book selection, equipment replacement, circulation adjustment, reference, and referral. Brochures, catalogs, newsletters, and patron guides were used to recruit new patrons and introduce them to the services available.

KDLA recruited 9 new volunteers for the recording program, including some authors reading their own work. A catalog of Kentucky books was produced and distributed. Recorded magazines were produced and distributed; cassette tapes were duplicated to create new books and magazines for distribution, and to replace lost or damaged tapes; print books were selected, purchased, and recorded; DVDs with audio description were purchased and circulated; and returned equipment was inspected and repaired.

A new duplicator was purchased to replace an old model in poor condition and a new burster to separate mail cards was purchased to increase staff productivity. A Braille embosser was also purchased to create Braille newsletters and correspondence to more effectively meet patron information needs. KDLA began using READS to track circulation activities. Staff attended multiple continuing education opportunities to maintain a high quality of service, including NLS orientation and a national conference.

4 patrons were honored with induction into the national 10² Club for Talking Book readers over 100 years of age. 3 patrons were visited to honor them in person. Patrons were registered to use the NLS Digital Download pilot program. Northern KY Talking Book Library purchased a server, computers, software, and printers. The Louisville Talking Book Library provided individualized instruction for blind and visually impaired persons to learn to use computers with adaptive technology.

Project Outputs

Readership – 5,010 patrons, short of the projected goal of 6,000

New patrons – 602, exceeding the projected goal of 500

Circulation – 234,830 items, an increase over the previous year (10,234 Kentucky-recorded books; 1,001 descriptive movies; 19,857 magazines; and 14,081 newsletters)

Volunteers – 27 volunteers recorded, monitored, proofread, and edited 41 books and special projects

Staff – participated in 135 outreach events, including presentations, tours, displays, and 10² inductions

Additional outputs – duplicated 8,277 cassette tapes and processed 175 out-of-state interlibrary loans for Kentucky books; locally-produced Kentucky books circulated an average of 7.11 times each, while NLS titles averaged 3 times each.

Project Outcome

The Kentucky Talking Book Library (KTBL) serves as the Kentucky regional library in a nationwide network administered by the National Library Service for the Blind and Physically Handicapped (NLS), which is a branch of the Library of Congress. NLS supplies KTBL with Braille and special format books and magazines, cassette players and accessories, and support and guidance. KTBL provided services to 111 Kentucky counties, while two subregional libraries in Louisville and Northern Kentucky served the remaining 9 counties.

Through the Talking Book Libraries, free public library services were provided to Kentuckians who are physically unable to read print. Patrons ranged in age from 1 to 105. Preschoolers used Braille or Talking Books as an introduction to literacy, while older children used them to learn Braille, read school assignments, and pleasure reading. 62.2% of KTBL patrons are over age 60, with the 80-89 age groups making up the highest percentage of readers at 22.7%. When surveyed, 82.5% of patrons responded that they use Talking Books for recreation, 59.6% for companionship, 47% for education, 22.3% for religion, 21% to stay abreast of current events, and 8.4% for professional development. Patrons could select more than one category.

The success of the Talking Book service was evidenced by heavy usage. During the project year, individual patrons read anywhere from 1 to 1,000 books. Registered KTBL patrons averaged 46.87 items each, as compared to 11.28 items averaged by registered public library users in Kentucky. Of particular note, Kentucky books recorded by volunteers made up only 2.5% of the titles in the collection, yet they account for 5.8% of total book circulation. Each Kentucky book circulated an average of 7.11 times, while each NLS cassette book averaged 3 circulations.

Of 295 survey respondents, 228 rated overall service as “outstanding” and 88 as “very good”. When asked what they liked best about the service, and allowing for multiple responses to this question, 79% chose convenience, 63% chose variety, 54% chose the fact that service is tailored to those with low vision and other disabilities, 51% chose helpfulness of staff, and 48% chose the fact that they can receive as many or as few books as they wish.

NLS released a new digital talking book and machine in 2008. The new format is easier for patrons to use, and has improved sound, performance, and durability. KTBL registered 18 patrons in the pilot project and they have been successful in testing downloadable audio books and magazines.

While KTBL serves a relatively small number of individuals, the impact of the service on the individual's life quality cannot be overstated. For many patrons, this is their link to the world. This free service enables them to easily obtain materials and the necessary playback equipment for access to printed information that would otherwise be unavailable to them.

Anecdotal Information

KTBL inducted its 1st gentleman into the 10-Squared Club for patrons over 100 years of age. James Buchanan spent his life as a comedian and musician on the country music vaudeville circuit. He was pleased to learn that we had several talking books about people he had known in his career. He self-published his own life story, and donated 2 copies so KTBL could record it. Many of our patrons are country music fans and will be interested in his anecdotes.

"I love my talking books. For someone who is house bound; I cannot tell you how important it is to me and how much pleasure it brings me. I can go anywhere in the world. The best spent government tax money ever!"

"This is a wonderful service. I would miss it very much if I didn't have it. I depend on it to help me at night and when I rest during the day. It even helps me forget my pain and problems. God bless all of you."

"Just wanted to tell you that after 20 years I felt safe enough to disconnect my cable. I don't even turn TV on anymore cause you supply me with all kinds of books..."

"Fred enjoyed his talking books so much; he looked forward to the mail every day...These meant so much to him and occupied his mind and his time. Then the dreaded Alzheimer's robbed him of his attention span and his ability to concentrate... For a long time he was able to benefit from your wonderful service and he was a great advocate, telling about you every chance he got. On his behalf and for me, thank you for giving him many hours of reading enjoyment that he would not have had otherwise."

A patron who is blind requested print Braille books to take when visiting her nieces, whose mother was dying of cancer. *"The girls love the books, and before her death their mom enjoyed listening to me reading to them when she no longer could. The books are one of the main ways I have bonded with the girls. They have brought joy and comfort to our family, and I am truly grateful to you for sending them."*

A voracious reader tells KTBL she enjoys learning new things and finding new authors from books we have selected for her. *"That is the gift you all have given me. You have opened my world. I've gone everywhere with talking books."*

"When I first was declared legally blind I thought I'd spend my time just sitting in my easy chair. You and your service have certainly given me a quality of life. My compliments to your entire staff for being caring, efficient, and dedicated to their job."

A patron who has recently joined Alcoholics Anonymous was pleased to learn that many AA materials are available to her as talking books.

The mother of a young girl who is reading disabled called to say her daughter's reading has improved by listening to talking books as she follows along in the print version. Her reading has improved enough that she can read some by herself, but the biggest improvement is that talking books have really sparked her interest in wanting to read better.

The mother of an adult who is blind and mentally disabled called to say how much her son enjoys listening to talking books. He likes kid's books because adult content tends to upset him. Children's books are rarely available as audio books elsewhere.

A patron emailed to say, *"I have read House Calls: Memoirs of Life with a Kentucky Doctor by Alma Dolan Roberts. He is the doctor that brought our 4 children into the world."* On another occasion she wrote, *"I have just finished reading Muddy Branch by Clyde Ray Pack. I really did enjoy it. It brought back a lot of memories of my childhood days."* These books were recorded in our studios and would not have been available otherwise.

A new patron was excited to learn that we had more than just popular fiction available on tape. Her husband was in the military and they have lived all over the world. He was an advisor to the Iranian military during the coup of 1978 when the Shah was ousted. As a result she likes Middle Eastern history, military biographies, and books on travel, but was not able to find audio books on these topics at the local library.

Exemplary Project

There is no other source where those who are physically unable to read print can get the same service for free: a large, diverse collection; recorded books of special interest to Kentuckians; playback equipment; collection and equipment designed for those with visual or physical disabilities; digital books, cassette books, Braille, special-format magazines, descriptive videos, and newspaper-reading service; and access to materials held by other libraries in the NLS network. A higher level of service is provided than other organizations because books are selected for patrons and mailed automatically on a regular schedule tailored to suit individual reading needs.

This project addresses a particular need that crosses generations and results in partnerships with other community agencies to help improve the daily lives of an underserved group of citizens.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$199,200

Project #: 3C

Project Title: Children and Young Adult Programs Support

KDLA Project Monitor: Carol Baughman and Nikole Wolfe

Number of Persons Served: 486

Congressional District Served: Statewide

LSTA Purpose

Services for lifelong learning

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Strengthen families and children

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

Children

Library staff and volunteers

Young adults and teens

Primary Services

Education-related services for children and teens

Information access and services

Staff development, education, and training

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide statewide children and young adult library programming consultants to assist library personnel in developing and enhancing public library services for Kentuckians from birth through age eighteen.

Project Activities / Methods

KDLA employed two consultants specializing in services for children from birth through eighteen years of age. The consultants provided training and consultation for individual librarians, regional children's services cooperatives, and other professional organizations; coordinated the statewide summer reading program as part of the Collaborative Summer Library Program; produced bibliographies and exhibits of children's books; created sets of books to support discussion groups; and monitored subgrants. Relationships were initiated and maintained with other organizations serving and supporting children.

Project Outputs

- Provided or facilitated the development of 15 workshops : Reading Teens 2: Engage the Age (8), Social Networking on the Internet (3), Novelist Readers' Advisory Database (1), graphic novels (1), and Abraham Lincoln (2)
- 170 librarians attended 3 one-day summer reading workshops and received training manuals, posters, bookmarks, and banners to support their programs
- 160 public library staff attended the biennial statewide conference, Widening Circles IX: Librarian 2.0, which focused on basic skills for children's and teen librarians
- 12 scholarships were provided to support attendance at the 2008 McConnell Literature Conference.
- 154,208 children were registered for the summer reading program, an increase from 149,495 in 2007
- 96.6% of public library systems reported sponsoring summer reading programs, of which 45% reported registering more children than in the previous year.
- 16 new Text Express kits were created to support book discussions by teens and older elementary school children; 34 county libraries checked out at least one kit and 124 kits were circulated during the project year.
- Best Illustrated Books of 2007, a large exhibit of children's books created by the consultants, was examined at 8 meetings of regional library cooperatives
- Developed a bibliography, training, and exhibit of books about Abraham Lincoln for children and teens
- Developed a bibliography, training, and exhibit of Spanish language books and books on Latino topics for children and teens
- Developed orientation materials for new librarians working with children and teens
- Developed recommendations for library standards for service to children and teens for consideration and adoption by the Standards Committee of the Kentucky Public Library Association for inclusion in the Kentucky Public Library Standards revision of 2009
- Maintained partnerships with the Kentucky Humanities Council in support of Prime Time Family Reading Time® in Kentucky public libraries and the Kentucky Historical Society for the Lincoln Bicentennial Celebration. Partnerships were also maintained with Kentucky Child Now to support statewide training for librarians serving teens.

- Collaborated with the University of Kentucky for the use of 200 Madagascar Hissing Cockroaches to create library displays and enhance activities for the summer reading theme, Catch the Reading Bug!
- Due to budget and travel restrictions, 1 sub-recipient monitoring visit was made to 1 library that received a subgrant

Project Outcome

Survey results from the biennial Widening Circles conference reported 79% of librarians offered a greater number of programs for children birth through age 18 than in the previous year, while 21% reported offering the same number of programs. 68% reported that the programs they offered in 2008 were more age and developmentally appropriate than those offered in 2007. 32% responded that their 2008 programs were at the same level of developmental appropriateness. 94% of librarians reported feeling more confident serving teens and children than when they began working with this group. The survey results also indicated improved attendance at child and teen programs. 83% of librarians responded that there was an increase in reading among the children and young adults and 99% of responders reported positive participant responses to new programs. Overall, 95% indicated that KDLA training and program support helped them feel more confident in providing services to children and teens.

From surveys and training evaluations, it is clear that Kentucky's public libraries regularly utilize the services provided through this project and require on-going assistance in providing developmentally appropriate, high quality collections and services for children from birth through age eighteen. Many people just entering service in library programs for children and teens are quite young themselves and require basic training in child development, children's literature, and program design.

Anecdotal Information

From workshop and conference evaluations:

"I understand better the needs/characteristics of children @ the various stages of life."

"In 2008, for the first time, our library is doing programs for all age groups--birth to 18."

"KDLA's emphasis on the importance of SRP (summer reading program), teens in library, and early literacy development, has caused us to grow from 400 to over 1,100 in SRP from 2004 to 2008. We have a teen space now (!) and are revamping our story times."

"The summer reading workshops helped me to change how I conducted our annual program."

"The Abraham Lincoln bibliography meant I could include kids in our statewide celebration of the Lincoln Bicentennial."

"I attended a teen II workshop and now have a better understanding of how to work with teens. Started a teen space in my branch."

"I didn't serve babies before I went to KDLA training events."

"I could not have started my Mom and Me Book Club without Text Express kits."

"The ability to borrow professional books from KDLA means I can preview something without investing money, or make a more informed purchasing decision thanks to this service."

"We have a teen area now and our collection has increased."

(At Widening Circles) "Brain development speaker was life-changing."

"I always walk away from training with at least one way to improve my programming. Adding infant and toddler programming was the biggest one."

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$40,000

Project #: 3D

Project Title: Prime Time Family Reading Time®

KDLA Project Monitor: Carol Baughman

Number of Persons Served: 1,603

Congressional District Served: 2, 4, 5, 6

SUBGRANT INFORMATION

Library Name: Kentucky Humanities Council

Project Title: Prime Time Family Reading Time®

Project Director: Kathleen Pool

Telephone Number: 859-257-5932

Fax Number: 859-257-5933

Email: kathleen.pool@uky.edu

Library Website Address: www.kyhumanities.org

Library Address: 206 East Maxwell Street, Lexington, KY 40508-2613

LSTA Purpose

Services for lifelong learning

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Strengthen families and children

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

Adults

Children

Primary Services

Education-related services for children and teens

Intergenerational programs

Literacy programs

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To help family groups discover the pleasures of reading together, discussing books, and using their public libraries through participation with *Prime Time Family Reading Time®* programs.

Project Activities / Methods

Prime Time Family Reading Time® is a unique intergenerational six week program of reading and discussion held in public libraries. Developed and sponsored by the Louisiana Endowment for the Humanities, the program features award-winning children's picture books that stimulate discussion about themes and problems encountered in everyday life. Each discussion is led by a storyteller and a humanities scholar. Prime Time is designed for at-risk children aged six to ten along with their parents.

The Kentucky Humanities Council (KHC) received a non-competitive grant to implement and administer *Prime Time Family Reading Time®* projects in Kentucky public libraries. As a partner in this effort, KDLA assisted in selecting participant libraries, organizing training, making site visits, and evaluating projects. Financial and staff economies were realized through this partnership, allowing KHC to act as the administrative agent for both their own Prime Time sites, and those of KDLA.

Project Outputs

The Kentucky Humanities Council was awarded a grant for \$40,000. A total of 16 Kentucky county public libraries hosted Prime Time programs: Barren, Bell, Boone, Bracken, Clay, Fayette (Lexington Public Library), Fleming, Franklin (Paul Sawyer Public Library), Gallatin, Green, Harrison, Marion, Martin, Mason, Perry, and Scott. Although all of the libraries had the option to provide translation services, only the Lexington Public Library site was fully bilingual.

A two day planning and training workshop was offered to all participating libraries. 24 new scholars, storytellers, library coordinators, and translators attended the event. The book inventory was completed and furnished for each library.

Only 8 libraries have reported to date. Of those 8, 5 exceeded the goal of at least 30 participants and 4 exceeded the goal of at least 15 child/parent pairs. The highest number of individuals reported by an individual library was 61. Average weekly attendance for the 8 participating libraries was 290 with 3 libraries reporting at least an 80% retention rate. Not only did the libraries retain the majority of the families attending during the project, these families brought additional family members and friends on subsequent nights. Library cards were issued to 100% of the participants.

Project Outcome

When facilitated by well-trained scholars and storytellers, it is possible to have rich and important multi-generational discussions of universal issues, all in the context of children's picture books. Picture books can allow potentially controversial topics to be discussed in non-threatening and non-confrontational ways. Children benefit from these

kinds of experiences with their families, and the public library is a logical setting for this type of program.

Librarians indicated that program participants returned to use other library services after the conclusion of Prime Time programs, and that they are recognized by individual participants in places such as the local grocery store or post office. Librarians reported they also recognized the families in and out of the library.

At the two-day planning and training workshop, library project managers were introduced to a new pre- and post-program survey to administer to families participating in Prime Time. The surveys were designed to collect data to support project outcomes. The surveys were not used by the library coordinators. However, anecdotal narratives were submitted by various project managers, scholars, storytellers, and translators.

Anecdotal Information

The following quotes are from reports submitted to the KHC project director:

"One mom approached me after the final session and told me the following about her two daughters: Her younger daughter hated doing her independent reading homework. She would cry and fight every night and it would be on the bottom of her homework pile. As Prime Time progressed, her independent reading began to rise in the homework pile until it is now the first thing she does when working on homework. She is excited about reading now and went from completing 5 pages in 20 minutes to 10-15 pages in the same amount of time. Her older daughter has also increased the amount she can read in a given time and wants to discuss what she has read with mom. This mother could not thank me enough for having this program."

"Overall, Prime Time has been a very rewarding experience. As library staff, we have been able to get to know the participants very well, more than the average patron. I hope that by having this close relationship, the participants will be more likely to come to the library and ask questions of the staff. It was also such a wonderful experience to see families that had never read together regularly get excited about books. All of the exit surveys indicate that Prime Time has changed the way the families interact with books and each other."

"Two aspects that are worth noting: one was that several of the children showed an advanced level of thought when responding to questions or interpretations of the books. It was obvious that they had really connected with the material. The second one was noticing the huge difference in behavior from the first week and the last. At the first week, the kids were a bit rowdy and families did not automatically sit together. By the last couple of weeks I looked around and there were kids leaning on mom or dad or sitting in their laps. I thought this was a great testament as to how reading brings us together as a family."

"On the last night, one of the boys who had said very little mentioned Lon Po Po when Becky asked if anyone could recall any other books we'd read that had more than one version (this came up in association with the notes on Medio Pollito that mention two distinct versions). The especially exciting part was that we had not even discussed Lon

Po Po at Prime Time. The family had taken the book home, but it had not been talked about during a session! . . . Becky, our scholar, is also a school librarian. She had a great story to report about one of the Prime Time children who also attended her school noticing that the trickster from a book she read at school was behaving just like Flossie and Dr. DeSoto. She told how his eyes just sparkled as he made the connections!"

"One mom of two young sons seemed stressed at the beginning and unsure how to interact with her sons and the books. Our storyteller who was sitting by one of the sons, shared her book with the boy while reading. After that, the Mom began doing the same."

"One single father who brought his son each week said that one of his favorite things about Prime Time is that it provided something special for them to do together, real "quality time."

"The last night of the program, several parents emphasized how Prime Time gave them a chance to communicate important values to their children."

"I had at least five different families who spoke with me about how the Prime Time program had changed how their families spoke with one another, whether it was explaining why and how something should be done, or how they were better able to resolve problems within their homes. A specific example came from one mother who told me about her son bringing her paper flowers after they had read Everett Anderson's Goodbye. Her father had recently passed away, and though they had not been close in years, she was, of course, still saddened at his passing. Her son told her, while handing her the flowers, "I know you are still sad that your dad died, and maybe a little mad at him too. I feel sad for you mom, and I'm sorry your dad never really knew what a great mom you are." The son then continued throughout the program to open up and speak about his feelings and how each person's life choices affect others."

"One particular child began raising his hand to speak the first night before the storyteller had even finished reading, and every comment he had to relate was completely unrelated to the discussion. By the end of Prime Time, he was really thinking about the questions before he answered and even made up some questions of his own."

"Another mom is the education director for the volunteer fire department. She mentioned continuing the program on an informal basis with the firefighters' families."

"Every family came to me at some point during the PT program and after the program was finished to tell me how much their reading habits had changed. Our (library circulation) statistics show increased check-outs for most of these families since the PT program. Many adults and children would ask the librarians for help in selecting books that would help them 'think outside the box', until they became more comfortable in selecting more challenging books for themselves. I've had many happy reports of increased AR points at school, honors for reading and writing and improved school grades, plus four moms have returned to school themselves and have credited the PT program with giving them the courage to go back to school. (high school and college)"

"Not surprisingly, the parents beamed with pride when their children offered comments. But the children seemed equally proud of their parents when they participated in the discussion and gave their opinions on interesting and abstract questions."

"After each session, there was a run on library books, with both children and adults checking them out. Two children, who missed one week because they were in Vacation Bible School, said they were happy to be back. One boy told his mother he wished we had Prime Time every night!"

"I saw a definite improvement in how certain individuals read their books . . . instead of just zipping through a 'kid's book', by the second week they would slow down and actually 'read' and digest them. I had at least 7--8 moms tell me they were reading all of their children's books with a far more critical eye, not in a bad way, but looking to what the core content was as opposed to just flipping through a story . . . On the last session I had a parent come to me, give me a hug, and say, 'I'll never read another book from here on out without looking at it and thinking about it like you've shown us . . . Thank you for opening my eyes!!!"

"When I did the final survey with one of the families, one Spanish-speaking mother told me that the PT experience had totally changed the relationship she had with her son. She said that she had learned that she could not just be giving her son yes and no answers, but that she should elaborate and talk with her kids more often. She also said that the children were spending much more quality time with their father after beginning this program and that, as a family, they had discovered something important which is simply gathering to talk about life with each other. This was very profound and showed the power the PT program has."

Exemplary Project

Prime Time Family Reading Time® is the focus of an exemplary partnership among Kentucky Department for Libraries and Archives, Kentucky Humanities Council, each participating public library, and the Louisiana Endowment for the Humanities. It is by far the most productive partnership in which the KDLA Children and Young Adult Programs Support Consultants have participated.

KHC's staff expertise, administrative efficiencies, and economies of scale have made it possible to continue to accommodate almost every library that requested a program in spite of budget cuts. In 2008, Prime Time most fully addressed its target audience by moving beyond bilingual programs. One library had a trilingual project: English, Spanish, and Japanese. Another project was held in a non-traditional library setting at Henry Clay High school in Lexington. This project targeted large numbers of refugee families from Iraq, Mexico, and several different African countries. Translations were provided in English, French, Spanish, Swahili, Arabic, and Kirundi. The book discussion was a powerful group-building experience and a lovely welcome to the United States.

Prime Time is realizing its purpose of helping low-literacy families to understand the pleasure and importance of reading and discussing of the big ideas in books.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$3,500

Project #: 3E

Project Title: Tutor.com - Live Homework Help

KDLA Project Monitor: Carol Baughman

Number of Persons Served: 561

Congressional District Served: 2nd

SUBGRANT INFORMATION

Library Name: Barren County (Mary Wood Weldon Memorial Public Library)

Project Title: Live Homework Help (3Ea)

Project Director: Martha Nell Thomas

Telephone Number: 270-651-2824

Fax Number: 270-651-2824

Email: jthomas@scrtc.com

Library Website Address: http://www.weldonpubliclibrary.org

Library Address: 107 West College Street, Glasgow, KY 42141-2423

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Strengthen families and children

Primary Users

Children

Young adults and teens

Primary Services

Education-related services for children and teens

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide high quality homework help to children and young adults through Internet access to Tutor.com.

Project Activities / Methods

Mary Wood Weldon Memorial Public Library received a non-competitive grant for \$3,500 to assist with the cost of Live Homework Help from Tutor.com. Live Homework Help is a web-based service through which students work with tutors in real time on various aspects of their school work. Students gained access to the service by using computers within the library or outside the library by using any Internet-connected computer.

Project Outputs

The Barren County Mary Wood Weldon Memorial Public Library was one of 11 Kentucky public libraries that received a grant for Live Homework Help, falling short of the statewide goal of 15 participating libraries.

The project goal of 30 students per participating library registering for library cards by the end of the project year was inconclusive as the number of teen and young adult library cards issued was not provided.

Students accessing Live Homework Help through the library logged in for 561 tutoring sessions during the project year, exceeding the goal of 500 sessions.

| Library | Oct 06 | Nov 06 | Dec 06 | Jan 07 | Feb 07 | Mar 07 | Apr 07 | May 07 | Jun 07 | Jul 07 | Aug 07 | Sep 07 | Total |
|-----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| Barren in-house | 10 | 3 | 0 | 3 | 2 | 0 | 3 | 1 | 0 | 0 | 0 | 5 | 27 |
| Barren website | 35 | 18 | 38 | 20 | 29 | 29 | 28 | 43 | 0 | 3 | 116 | 175 | 534 |
| Total | 45 | 21 | 38 | 23 | 31 | 29 | 31 | 44 | 0 | 3 | 116 | 180 | 561 |

Project Outcome

Tutor.com provided monthly reports about usage in each county. These reports compiled students' comments, both answers to specific questions and free-form responses, and statistics about numbers of users, subject areas, and grade-levels. After each tutoring session, students were given the opportunity to answer a set of questions. Statewide responses are indicated below:

- 94.32% of students who used Live Homework Help reported being glad their libraries offered the service
- 92.58% of students who used Live Homework Help reported they would recommend the service to a friend
- 87.27% of students who used Live Homework Help reported the service helped them complete their homework assignments

- 87.84% of students who used Live Homework Help reported the service helped them improve their grades
- 89.06% of students who used Live Homework Help reported the service helped them to be more confident with their school work

Anecdotal Information

The Barren County project director reported:

"By reaching out in the cyber-world where the students are, Live Homework Help increases the value of libraries as a tool for users and shows that the library can be a vital help for students whether closed or open."

"One library employee graduated from BAVEL, the local virtual high school, and she used LHH when she had problems in her class assignments--so it gives those students who are accustomed to virtual teachers help as they do not have fellow students to consult with, and certainly a format they are accustomed to operating in."

Live Homework Help provided information and resources to a broad group of patrons from students in grade 4 to college freshmen, including non-traditional students:

"I am 30 years old and I just went back to school for my GED, so I need refreshing on some of the stuff, like math, social studies, and essay writing. The teachers at school do not have time to work with us one on one so I think this is of great service to anyone who needs help."

"I can finally finish my assignments! No more 0's for homework grades."

I really do love live homework help because you can ask a tutor about your homework and they will help you as much as you need it. (only if you have the time or like time doesn't run out.) Thank you live homework help, you have been a really great help for me. Thank you!"

"The tutor was a great help and makes me excited to go to school tomorrow and see my math grade."

"This was the best thing ever invented!!!!!!" (5th grade)

"This program rocks!!!!!!" (10th grade)

"I believe that this organization is a great way for students to succeed in their homework. Because few... like me, don't understand math that well, and don't have the chance to get one on one tutoring in the class room. I appreciate the help. And I look forward to using this program again in the future." (10th grade)

"Wow! I wish I had known about this service earlier. It is better than my teacher who doesn't take enough time to explain math in a way we can better understand it. She also goes too fast. Tutor.com is just my speed. Thanks!!! (6th grade)

“This is wonderful and very helpful. They help you work it out, not give you the answers, so you can work out future problems and know what you’re doing.” (11th grade)

Project Continuation

The Tutor.com project will not continue as it was designed to be a demonstration to study the value of Live Homework Help as a service offered by all Kentucky public libraries. Clearly, Live Homework Help was a great asset to all students that participated. However, it has not been possible for KDLA to secure funding for a project of this magnitude. It is unclear which participating libraries intend to continue the service using 100% of their own funding. The project monitor estimates that half of the participating libraries will continue to offer Live Homework Help and that most will secure donations from school districts or other organizations to support continuation.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$3,000

Project #: 3E

Project Title: Tutor.com - Live Homework Help

KDLA Project Monitor: Carol Baughman

Number of Persons Served: 55

Congressional District Served: 6th

SUBGRANT INFORMATION

Library Name: Bell County Public Library

Project Title: Live Homework Help (3Eb)

Project Director: Ron Day

Telephone Number: 606-337-3422

Fax Number: 606-337-9862

Email: ron@ron-day.com

Library Website Address: <http://www.bellcountypubliclibraries.org>

Library Address: PO Box 1490, Tennessee Ave and Walnut St, Pineville, KY 40977-1490

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Strengthen families and children

Primary Users

Children

Young adults and teens

Primary Services

Education-related services for children and teens

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide high quality homework help to children and young adults through Internet access to Tutor.com.

Project Activities / Methods

The Bell County Public Library received a non-competitive grant for \$3,000 to assist with the cost of Live Homework Help from Tutor.com. Live Homework Help is a web-based service through which students work with tutors in real time on various aspects of their school work. Students gained access to the service by using computers within the library or outside the library by using any Internet-connected computer.

Project Outputs

The Bell County Public Library was one of 11 Kentucky public libraries that received a grant for Live Homework Help, falling short of the statewide goal of 15 participating libraries.

The project goal of 30 students per participating library registering for library cards by the end of the project year was inconclusive as the number of teen and young adult library cards issued was not provided.

Students accessing Live Homework Help through the library logged in for 55 tutoring sessions during the project year with 99% of users accessing the service remotely.

Project Outcome

Tutor.com provided monthly reports about usage in each county. These reports compiled students' comments, both answers to specific questions and free-form responses, and statistics about numbers of users, subject areas, and grade-levels. After each tutoring session, students were given the opportunity to answer a set of questions. Statewide responses are indicated below:

- 94.32% of students who used Live Homework Help reported being glad their libraries offered the service
- 92.58% of students who used Live Homework Help reported they would recommend the service to a friend
- 87.27% of students who used Live Homework Help reported the service helped them complete their homework assignments
- 87.84% of students who used Live Homework Help reported the service helped them improve their grades
- 89.06% of students who used Live Homework Help reported the service helped them to be more confident with their school work

Anecdotal Information

The Bell County project director reported:

"Our reports show very little usage, but our library has been lauded for providing the service. . . The students who use the service are complimentary and are regular users. The fact that the library is willing to spend money on such a project is a positive aspect of our relationship with the community."

Project Continuation

The Tutor.com project will not continue as it was designed to be a demonstration to study the value of Live Homework Help as a service offered by all Kentucky public libraries. Clearly, Live Homework Help was a great asset to all students that participated. However, it has not been possible for KDLA to secure funding for a project of this magnitude. It is unclear which participating libraries intend to continue the service using 100% of their own funding. The project monitor estimates that half of the participating libraries will continue to offer Live Homework Help and that most will secure donations from school districts or other organizations to support continuation.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$3,500

Project #: 3E

Project Title: Tutor.com - Live Homework Help

KDLA Project Monitor: Carol Baughman

Number of Persons Served: 479

Congressional District Served: 4th

SUBGRANT INFORMATION

Library Name: Fleming County Public Library

Project Title: Live Homework Help (3Ec)

Project Director: Mary Rushing

Telephone Number: 606-845-7851

Fax Number: 606-845-7045

Email: maryjrushing@yahoo.com

Library Website Address: http://www.youseemore.com/fleming

Library Address: 202 Bypass Boulevard, Flemingsburg, KY 41041-1298

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Strengthen families and children

Primary Users

Children

Young adults and teens

Primary Services

Education-related services for children and teens

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide high quality homework help to children and young adults through Internet access to Tutor.com.

Project Activities / Methods

The Fleming County Public Library received a non-competitive grant for \$3,500 to assist with the cost of Live Homework Help from Tutor.com. Live Homework Help is a web-based service through which students work with tutors in real time on various aspects of their school work. Students gained access to the service by using computers within the library or outside the library by using any Internet-connected computer.

Project Outputs

The Fleming County Public Library was one of 11 Kentucky public libraries that received a grant for Live Homework Help, falling short of the statewide goal of 15 participating libraries.

The project goal of 30 students per participating library registering for library cards by the end of the project year was inconclusive as the number of teen and young adult library cards issued was not provided.

Students accessing Live Homework Help through the library logged in for 479 tutoring sessions during the project year, falling short of the goal of 500 sessions.

Project Outcome

Tutor.com provided monthly reports about usage in each county. These reports compiled students' comments, both answers to specific questions and free-form responses, and statistics about numbers of users, subject areas, and grade-levels. After each tutoring session, students were given the opportunity to answer a set of questions. Statewide responses are indicated below:

- 94.32% of students who used Live Homework Help reported being glad their libraries offered the service
- 92.58% of students who used Live Homework Help reported they would recommend the service to a friend
- 87.27% of students who used Live Homework Help reported the service helped them complete their homework assignments
- 87.84% of students who used Live Homework Help reported the service helped them improve their grades
- 89.06% of students who used Live Homework Help reported the service helped them to be more confident with their school work

Anecdotal Information

The Fleming County project director reported:

"Live Homework Help has been a benefit to those who have used it. Teachers and staff that had their students use it saw an improvement in student work. Parents who had their children use it are unhappy with the idea that we may no longer have the program available."

Project Continuation

The Tutor.com project will not continue as it was designed to be a demonstration to study the value of Live Homework Help as a service offered by all Kentucky public libraries. Clearly, Live Homework Help was a great asset to all students that participated. However, it has not been possible for KDLA to secure funding for a project of this magnitude. It is unclear which participating libraries intend to continue the service using 100% of their own funding. The project monitor estimates that half of the participating libraries will continue to offer Live Homework Help and that most will secure donations from school districts or other organizations to support continuation.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$14,500

Project #: 3E

Project Title: Tutor.com - Live Homework Help

KDLA Project Monitor: Carol Baughman

Number of Persons Served: 1,778

Congressional District Served: 1st

SUBGRANT INFORMATION

Library Name: Henderson County Public Library

Project Title: Live Homework Help (3Ed)

Project Director: Pamela Vincent

Telephone Number: 270-826-3712

Fax Number: 270-827-4226

Email: pvincent@hcpl.org

Library Website Address: http://www.hcpl.org/

Library Address: 101 South Main Street, Henderson, KY 42420-3599

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Strengthen families and children

Primary Users

Children

Young adults and teens

Primary Services

Education-related services for children and teens

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide high quality homework help to children and young adults through Internet access to Tutor.com.

Project Activities / Methods

The Henderson County Public Library received a non-competitive grant for \$14,500 to assist with the cost of Live Homework Help from Tutor.com. Live Homework Help is a web-based service through which students work with tutors in real time on various aspects of their school work. Students gained access to the service by using computers within the library or outside the library by using any Internet-connected computer.

Project Outputs

The Henderson County Public Library was one of 11 Kentucky public libraries that received a grant for Live Homework Help, falling short of the statewide goal of 15 participating libraries.

The project goal of 30 students per participating library registering for library cards by the end of the project year was inconclusive as the number of teen and young adult library cards issued was not provided.

Students accessing Live Homework Help through the library logged in for 1,778 tutoring sessions during the project year, exceeding the goal of 500 sessions.

Project Outcome

Tutor.com provided monthly reports about usage in each county. These reports compiled students' comments, both answers to specific questions and free-form responses, and statistics about numbers of users, subject areas, and grade-levels. After each tutoring session, students were given the opportunity to answer a set of questions. Statewide responses are indicated below:

- 94.32% of students who used Live Homework Help reported being glad their libraries offered the service
- 92.58% of students who used Live Homework Help reported they would recommend the service to a friend
- 87.27% of students who used Live Homework Help reported the service helped them complete their homework assignments
- 87.84% of students who used Live Homework Help reported the service helped them improve their grades
- 89.06% of students who used Live Homework Help reported the service helped them to be more confident with their school work

Anecdotal Information

The Henderson County project director reported:

"One of the most important outcomes of this project for our library is that we have developed relationships with our school system that previously did not exist. Since the promotion of Live Homework Help, the library has received frequent invitations to make presentations at schools, where we usually give a demonstration of Live Homework Help. While writing this narrative I received yet another invitation to give a presentation at an elementary school later this month. Live Homework Help has evolved as the bridge our library needed to make connections with the school system and that in and of itself has made the project worthwhile."

"Oh yes, we love it. It is so straightforward. I just think the world of it, because the way they are teaching children these days is not the same as when I was in school. So it helps me to understand exactly what my daughter is doing. So I say two thumbs up for that program." (parent)

The following are comments entered on the Tutor.com website by Henderson County students immediately after working with a tutor:

"I'm glad this was set up here because I use it almost every day. (9th grade)

The tutor I had this time was very good. All I needed was the question asked in a simpler form and then I knew the answer right away. The tutors on this program explain things to you in a way that you can understand it." (7th grade)

"Gosh, I do a lot of algebra stuff that I don't understand and this site has helped me out a whole lot." (8th grade)

"My tutor helped me understand what a metaphor was and how it was used. This helped me finish my homework and get a good grade on it." (7th grade)

"Yet another time tutor.com has impressed the heck out of me. Without it I would have failed Calculus long ago. (12th grade)

"I love it. My brother just went off to college. He used to help me, but now I always come here." (9th grade)

"Both times I have visited this site I've had a much clearer understanding. Thanks so much!" (college freshman)

"I really like this. I was having problems with something that I had a big test on and he helped me a lot. I think I probably will get an A. Thanks a lot. I love this!" (6th grade)

"This is my first time, but it really helped me. AP Calculus is no joke! (11th grade)

Project Continuation

The Tutor.com project will not continue as it was designed to be a demonstration to study the value of Live Homework Help as a service offered by all Kentucky public libraries. Clearly, Live Homework Help was a great asset to all students that participated. However, it has not been possible for KDLA to secure funding for a project of this magnitude. It is unclear which participating libraries intend to continue the service using 100% of their own funding. The project monitor estimates that half of the participating libraries will continue to offer Live Homework Help and that most will secure donations from school districts or other organizations to support continuation.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$2,000

Project #: 3E

Project Title: Tutor.com - Live Homework Help

KDLA Project Monitor: Carol Baughman

Number of Persons Served: 1,240

Congressional District Served: 1st

SUBGRANT INFORMATION

Library Name: Hopkins County Public Library

Project Title: Live Homework Help (3Ee)

Project Director: Terry Caudle

Telephone Number: 270-825-2680

Fax Number: 270-825-2777

Email: library@vci.net

Library Website Address: http://www.publiclibrary.org/

Library Address: 31 South Main Street, Madisonville, KY 42431-2577

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Strengthen families and children

Primary Users

Children

Young adults and teens

Primary Services

Education-related services for children and teens

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide high quality homework help to children and young adults through Internet access to Tutor.com.

Project Activities / Methods

The Hopkins County Public Library received a non-competitive grant for \$2,000 to assist with the cost of Live Homework Help from Tutor.com. Live Homework Help is a web-based service through which students work with tutors in real time on various aspects of their school work. Students gained access to the service by using computers within the library or outside the library by using any Internet-connected computer.

Project Outputs

The Hopkins County Public Library was one of 11 Kentucky public libraries that received a grant for Live Homework Help, falling short of the statewide goal of 15 participating libraries.

The project goal of 30 students per participating library registering for library cards by the end of the project year was inconclusive as the number of teen and young adult library cards issued was not provided.

Students accessing Live Homework Help through the library logged in for 1,240 tutoring sessions during the project year, exceeding the goal of 500 sessions.

Project Outcome

Tutor.com provided monthly reports about usage in each county. These reports compiled students' comments, both answers to specific questions and free-form responses, and statistics about numbers of users, subject areas, and grade-levels. After each tutoring session, students were given the opportunity to answer a set of questions. Statewide responses are indicated below:

- 94.32% of students who used Live Homework Help reported being glad their libraries offered the service
- 92.58% of students who used Live Homework Help reported they would recommend the service to a friend
- 87.27% of students who used Live Homework Help reported the service helped them complete their homework assignments
- 87.84% of students who used Live Homework Help reported the service helped them improve their grades
- 89.06% of students who used Live Homework Help reported the service helped them to be more confident with their school work

Anecdotal Information

The Hopkins County project director reported:

"We have had several incidents of parents telling us how this service has helped their child gain better grades in subjects that may have proven to be difficult."

The following are comments entered on the Tutor.com website by Hopkins County students immediately after working with a tutor:

"This tutor was the best yet." (3rd grade)

"I wish this tutor was my teacher." (9th grade)

"An amazing explainer and made me feel confident. I understood the material." (9th grade)

"Thanks so much. Please keep this service!" (9th grade)

"Jean was an excellent tutor who took the time to answer above and beyond my question. She really cared about my understanding of the problem and didn't just help me solve it, but understand the logic behind the problems. I would recommend her to anyone inquiring about the service." (11th grade)

Project Continuation

The Tutor.com project will not continue as it was designed to be a demonstration to study the value of Live Homework Help as a service offered by all Kentucky public libraries. Clearly, Live Homework Help was a great asset to all students that participated. However, it has not been possible for KDLA to secure funding for a project of this magnitude. It is unclear which participating libraries intend to continue the service using 100% of their own funding. The project monitor estimates that half of the participating libraries will continue to offer Live Homework Help and that most will secure donations from school districts or other organizations to support continuation.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$4,000

Project #: 3E

Project Title: Tutor.com - Live Homework Help

KDLA Project Monitor: Carol Baughman

Number of Persons Served: 565

Congressional District Served: 1st

SUBGRANT INFORMATION

Library Name: Logan County Public Library

Project Title: Live Homework Help (3Ef)

Project Director: Monica Edwards

Telephone Number: 270-726-6129

Fax Number: 270-726-6127

Email: edwmonica@gmail.com

Library Website Address: http://www.loganlibrary.org/

Library Address: 201 West Sixth Street, Russellville, KY 42276

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Strengthen families and children

Primary Users

Children

Young adults and teens

Primary Services

Education-related services for children and teens

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide high quality homework help to children and young adults through Internet access to Tutor.com.

Project Activities / Methods

The Logan County Public Library received a non-competitive grant for \$4,000 to assist with the cost of Live Homework Help from Tutor.com. Live Homework Help is a web-based service through which students work with tutors in real time on various aspects of their school work. Students gained access to the service by using computers within the library or outside the library by using any Internet-connected computer.

Project Outputs

The Logan County Public Library was one of 11 Kentucky public libraries that received a grant for Live Homework Help, falling short of the statewide goal of 15 participating libraries.

The project goal of 30 students per participating library registering for library cards by the end of the project year was inconclusive as the number of teen and young adult library cards issued was not provided.

Students accessing Live Homework Help through the library logged in for 565 tutoring sessions during the project year, exceeding the goal of 500 sessions.

Project Outcome

Tutor.com provided monthly reports about usage in each county. These reports compiled students' comments, both answers to specific questions and free-form responses, and statistics about numbers of users, subject areas, and grade-levels. After each tutoring session, students were given the opportunity to answer a set of questions. Statewide responses are indicated below:

- 94.32% of students who used Live Homework Help reported being glad their libraries offered the service
- 92.58% of students who used Live Homework Help reported they would recommend the service to a friend
- 87.27% of students who used Live Homework Help reported the service helped them complete their homework assignments
- 87.84% of students who used Live Homework Help reported the service helped them improve their grades
- 89.06% of students who used Live Homework Help reported the service helped them to be more confident with their school work

Anecdotal Information

The Logan County project director reported:

"Anecdotal response from patrons has been extremely positive this year. Overall, the project has been a complete success. We had a need for tutoring that could be provided free to our families as our staff were being inundated with requests for homework help and many times were not qualified to help or quite simply did not have the time as we are a small library with minimum staffing. Thanks to the Tutor.com project we were able to introduce this online concept to our families and really engage them in 21st century technology."

Project Continuation

The Tutor.com project will not continue as it was designed to be a demonstration to study the value of Live Homework Help as a service offered by all Kentucky public libraries. Clearly, Live Homework Help was a great asset to all students that participated. However, it has not been possible for KDLA to secure funding for a project of this magnitude. It is unclear which participating libraries intend to continue the service using 100% of their own funding. The project monitor estimates that half of the participating libraries will continue to offer Live Homework Help and that most will secure donations from school districts or other organizations to support continuation.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$40,000

Project #: 3E

Project Title: Tutor.com - Live Homework Help

KDLA Project Monitor: Carol Baughman

Number of Persons Served: 2,047

Congressional District Served: 1st

SUBGRANT INFORMATION

Library Name: McCracken County Public Library

Project Title: Live Homework Help (3Eg)

Project Director: Iris Garrott

Telephone Number: 270-442-2510

Fax Number: 270-443-9322

Email: igarrott@mclib.net

Library Website Address: http://www.mclib.net/

Library Address: 555 Washington Street, Paducah, KY 42003-1735

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Strengthen families and children

Primary Users

Children

Young adults and teens

Primary Services

Education-related services for children and teens

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide high quality homework help to children and young adults through Internet access to Tutor.com.

Project Activities / Methods

McCracken County Public Library received a non-competitive grant for \$40,000 to assist with the cost of Live Homework Help from Tutor.com. Live Homework Help is a web-based service through which students work with tutors in real time on various aspects of their school work. Students gained access to the service by using computers within the library or outside the library by using any Internet-connected computer.

Project Outputs

The McCracken County Public Library was one of 11 Kentucky public libraries that received a grant for Live Homework Help, falling short of the statewide goal of 15 participating libraries.

The project goal of 30 students per participating library registering for library cards by the end of the project year was inconclusive as the number of teen and young adult library cards issued was not provided.

Students accessing Live Homework Help through the library logged in for 2,047 tutoring sessions during the project year, exceeding the goal of 500 sessions.

Project Outcome

Tutor.com provided monthly reports about usage in each county. These reports compiled students' comments, both answers to specific questions and free-form responses, and statistics about numbers of users, subject areas, and grade-levels. After each tutoring session, students were given the opportunity to answer a set of questions. Statewide responses are indicated below:

- 94.32% of students who used Live Homework Help reported being glad their libraries offered the service
- 92.58% of students who used Live Homework Help reported they would recommend the service to a friend
- 87.27% of students who used Live Homework Help reported the service helped them complete their homework assignments
- 87.84% of students who used Live Homework Help reported the service helped them improve their grades
- 89.06% of students who used Live Homework Help reported the service helped them to be more confident with their school work

Anecdotal Information

The McCracken County project director reported:

"This project has been very successful. It provides students with no other means of help, access to qualified teachers after normal school hours. McCracken County Public Library Board of Trustees has voted to continue to fund the project through the 2008-09 year with the help of Gear Up and Soar funds."

Project Continuation

The Tutor.com project will not continue as it was designed to be a demonstration to study the value of Live Homework Help as a service offered by all Kentucky public libraries. Clearly, Live Homework Help was a great asset to all students that participated. However, it has not been possible for KDLA to secure funding for a project of this magnitude. It is unclear which participating libraries intend to continue the service using 100% of their own funding. The project monitor estimates that half of the participating libraries will continue to offer Live Homework Help and that most will secure donations from school districts or other organizations to support continuation.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$3,000

Project #: 3E

Project Title: Tutor.com - Live Homework Help

KDLA Project Monitor: Carol Baughman

Number of Persons Served: 549

Congressional District Served: 1st

SUBGRANT INFORMATION

Library Name: Ohio County Public Library

Project Title: Live Homework Help (3Eh)

Project Director: Melissa Acquaviva

Telephone Number: 270-298-3790

Fax Number: 270-298-4214

Email: macquaviva@ohiocountypubliclibrary.org

Library Website Address: http://ohiocountypubliclibrary.org/

Library Address: 413 Main Street, Hartford, KY 42347-1137

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Strengthen families and children

Primary Users

Children

Young adults and teens

Primary Services

Education-related services for children and teens

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide high quality homework help to children and young adults through Internet access to Tutor.com.

Project Activities / Methods

Ohio County Public Library received a non-competitive grant for \$3,000 to assist with the cost of Live Homework Help from Tutor.com. Live Homework Help is a web-based service through which students work with tutors in real time on various aspects of their school work. Students gained access to the service by using computers within the library or outside the library by using any Internet-connected computer.

Project Outputs

The Ohio County Public Library was one of 11 Kentucky public libraries that received a grant for Live Homework Help, falling short of the statewide goal of 15 participating libraries.

The project goal of 30 students per participating library registering for library cards by the end of the project year was inconclusive as the number of teen and young adult library cards issued was not provided.

Students accessing Live Homework Help through the library logged in for 549 tutoring sessions during the project year, exceeding the goal of 500 sessions.

Project Outcome

Tutor.com provided monthly reports about usage in each county. These reports compiled students' comments, both answers to specific questions and free-form responses, and statistics about numbers of users, subject areas, and grade-levels. After each tutoring session, students were given the opportunity to answer a set of questions. Statewide responses are indicated below:

- 94.32% of students who used Live Homework Help reported being glad their libraries offered the service
- 92.58% of students who used Live Homework Help reported they would recommend the service to a friend
- 87.27% of students who used Live Homework Help reported the service helped them complete their homework assignments
- 87.84% of students who used Live Homework Help reported the service helped them improve their grades
- 89.06% of students who used Live Homework Help reported the service helped them to be more confident with their school work

Anecdotal Information

The Ohio County project director reported:

"A very positive result of this program is heightened awareness of the public library web page. This enables us to be recognized as information givers in another service area. We feel like this is vital to our youth services."

"This service has also given us a platform from which to enter the public and private schools of our community. When you just go in and they see your face, requests start to fly. If you can follow through with those requests then you have made a valuable contact. Teachers also look to you as a valuable resource and community liaison."

The following are comments entered on the Tutor.com website by Ohio County students immediately after working with a tutor:

"I got a really good tutor and I'm glad you offer this service." (7th grade)

"This site rocks!" (6th grade)

"I love this service. I'm glad you set it up." (4th grade)

"I had so much help from the tutors, it helps a lot." (7th grade)

"Thanks for the cool tutor system." (8th grade)

"I'm glad that people offer this to us kids. I appreciate having the option 2 get on d computer and go 2 live homework help." (4th grade) This 4th grader also stated that she was selling Girl Scout cookies.

"I really like this. It helped me without giving me the answer." (9th grade)

"I like the way the tutors will help you with anything you have a question on." (7th grade)

Project Continuation

The Tutor.com project will not continue as it was designed to be a demonstration to study the value of Live Homework Help as a service offered by all Kentucky public libraries. Clearly, Live Homework Help was a great asset to all students that participated. However, it has not been possible for KDLA to secure funding for a project of this magnitude. It is unclear which participating libraries intend to continue the service using 100% of their own funding. The project monitor estimates that half of the participating libraries will continue to offer Live Homework Help and that most will secure donations from school districts or other organizations to support continuation.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$2,000

Project #: 3E

Project Title: Tutor.com - Live Homework Help

KDLA Project Monitor: Carol Baughman

Number of Persons Served: 218

Congressional District Served: 4th

SUBGRANT INFORMATION

Library Name: Oldham County Public Library

Project Title: Live Homework Help (3Ei)

Project Director: Mary Mielczarek

Telephone Number: 502-222-1141

Fax Number: 502-222-1133

Email: marym@oldhampl.org

Library Website Address: <http://www.youseemore.com/oldham/default.asp>

Library Address: 106 East Jefferson Street, LaGrange, KY 40031-1492

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Strengthen families and children

Primary Users

Children

Young adults and teens

Primary Services

Education-related services for children and teens

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide high quality homework help to children and young adults through Internet access to Tutor.com.

Project Activities / Methods

Oldham County Public Library received a non-competitive grant for \$2,000 to assist with the cost of Live Homework Help from Tutor.com. Live Homework Help is a web-based service through which students work with tutors in real time on various aspects of their school work. Students gained access to the service by using computers within the library or outside the library by using any Internet-connected computer.

Project Outputs

The Oldham County Public Library was one of 11 Kentucky public libraries that received a grant for Live Homework Help, falling short of the statewide goal of 15 participating libraries.

The project goal of 30 students per participating library registering for library cards by the end of the project year was inconclusive as the number of teen and young adult library cards issued was not provided.

Students accessing Live Homework Help through the library logged in for 218 tutoring sessions during the project year, falling short of the project goal of 500 sessions. However, overall usage rose 13%.

Project Outcome

Tutor.com provided monthly reports about usage in each county. These reports compiled students' comments, both answers to specific questions and free-form responses, and statistics about numbers of users, subject areas, and grade-levels. After each tutoring session, students were given the opportunity to answer a set of questions. Statewide responses are indicated below:

- 94.32% of students who used Live Homework Help reported being glad their libraries offered the service
- 92.58% of students who used Live Homework Help reported they would recommend the service to a friend
- 87.27% of students who used Live Homework Help reported the service helped them complete their homework assignments
- 87.84% of students who used Live Homework Help reported the service helped them improve their grades
- 89.06% of students who used Live Homework Help reported the service helped them to be more confident with their school work

Anecdotal Information

[The Oldham County project director reported:

"I spoke to a parent that reported her child used the program for Math help. The program was very helpful and the student was able to better understand the concepts presented at school. This parent, like others I have spoken with, was relieved that the student found help. Parents feel frustrated and helpless when they are unable to help their children with homework. Live Homework Help eases this frustration."

The following comment was entered on the Tutor.com website by an Oldham County student immediately after working with a tutor:

"This tutor helped me understand things in simpler terms than my teacher. He used metaphors and really tried to appeal to every learning style. This site rocks! It is so much better than getting help from a busy teacher with 32 other students to worry about. I am finally understanding chemistry."

Project Continuation

The Tutor.com project will not continue as it was designed to be a demonstration to study the value of Live Homework Help as a service offered by all Kentucky public libraries. Clearly, Live Homework Help was a great asset to all students that participated. However, it has not been possible for KDLA to secure funding for a project of this magnitude. It is unclear which participating libraries intend to continue the service using 100% of their own funding. The project monitor estimates that half of the participating libraries will continue to offer Live Homework Help and that most will secure donations from school districts or other organizations to support continuation.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$11,000

Project #: 3E

Project Title: Tutor.com - Live Homework Help

KDLA Project Monitor: Carol Baughman

Number of Persons Served: 1,152

Congressional District Served: 5th

SUBGRANT INFORMATION

Library Name: Pulaski County Public Library

Project Title: Live Homework Help (3Ej)

Project Director: Carol Sexton

Telephone Number: 606-679-8401

Fax Number: 606-679-1779

Email: carol.sexton@charterbn.com

Library Website Address: <http://www.youseemore.com/pulaski/default.asp>

Library Address: 107 North Main Street, PO Box 36, Somerset, KY 42502-0036

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Strengthen families and children

Primary Users

Children

Young adults and teens

Primary Services

Education-related services for children and teens

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide high quality homework help to children and young adults through Internet access to Tutor.com.

Project Activities / Methods

Pulaski County Public Library received a non-competitive grant for \$11,000 to assist with the cost of Live Homework Help from Tutor.com. Live Homework Help is a web-based service through which students work with tutors in real time on various aspects of their school work. Students gained access to the service by using computers within the library or outside the library by using any Internet-connected computer.

Project Outputs

The Pulaski County Public Library was one of 11 Kentucky public libraries that received a grant for Live Homework Help, falling short of the statewide goal of 15 participating libraries.

The project goal of 30 students per participating library registering for library cards by the end of the project year was inconclusive as the number of teen and young adult library cards issued was not provided.

Students accessing Live Homework Help through the library logged in for 1,152 tutoring sessions during the project year, exceeding of the goal of 500 sessions.

Project Outcome

Tutor.com provided monthly reports about usage in each county. These reports compiled students' comments, both answers to specific questions and free-form responses, and statistics about numbers of users, subject areas, and grade-levels. After each tutoring session, students were given the opportunity to answer a set of questions. Statewide responses are indicated below:

- 94.32% of students who used Live Homework Help reported being glad their libraries offered the service
- 92.58% of students who used Live Homework Help reported they would recommend the service to a friend
- 87.27% of students who used Live Homework Help reported the service helped them complete their homework assignments
- 87.84% of students who used Live Homework Help reported the service helped them improve their grades
- 89.06% of students who used Live Homework Help reported the service helped them to be more confident with their school work

Anecdotal Information

The Pulaski County project director reported:

"I cannot emphasize the importance of this service enough with the drastic cuts our state has made. With the quality of tutors, the one-on-one help, and the easy availability, Live Homework Help is priceless."

"We had a patron who is housebound call us today. She said that she was unable to leave her house, but needed to access Live Homework Help and she has lost her library card. Her child came home from the first day of school and needed help. We gave her a new card number over the phone and will mail her card to her. So in the meantime, she will be able to access and use LHH."

"I believe that this is an extremely valuable project providing very necessary tutorial help to students who benefit greatly. All public libraries should have this and students in our local schools would have tools and confidence to be even more successful!"

Project Continuation

The Tutor.com project will not continue as it was designed to be a demonstration to study the value of Live Homework Help as a service offered by all Kentucky public libraries. Clearly, Live Homework Help was a great asset to all students that participated. However, it has not been possible for KDLA to secure funding for a project of this magnitude. It is unclear which participating libraries intend to continue the service using 100% of their own funding. The project monitor estimates that half of the participating libraries will continue to offer Live Homework Help and that most will secure donations from school districts or other organizations to support continuation.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2007

Funds Awarded: \$3,500

Project #: 3E

Project Title: Tutor.com - Live Homework Help

KDLA Project Monitor: Carol Baughman

Number of Persons Served: 582

Congressional District Served: 4th

SUBGRANT INFORMATION

Library Name: Rowan County Public Library

Project Title: Live Homework Help (3Ek)

Project Director: Helen Williams

Telephone Number: 606-784-7137

Fax Number: 606-784-3917

Email: hwilliams@rowancountylibrary.org

Library Website Address: http://www.youseemore.com/rowan/

Library Address: 185 East First Street, Morehead, KY 40351-1631

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Strengthen families and children

Primary Users

Children

Young adults and teens

Primary Services

Education-related services for children and teens

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide high quality homework help to children and young adults through Internet access to Tutor.com.

Project Activities / Methods

Rowan County Public Library received a non-competitive grant for \$3,500 to assist with the cost of Live Homework Help from Tutor.com. Live Homework Help is a web-based service through which students work with tutors in real time on various aspects of their school work. Students gained access to the service by using computers within the library or outside the library by using any Internet-connected computer.

Project Outputs

The Rowan County Public Library was one of 11 Kentucky public libraries that received a grant for Live Homework Help, falling short of the statewide goal of 15 participating libraries.

The project goal of 30 students per participating library registering for library cards by the end of the project year was inconclusive as the number of teen and young adult library cards issued was not provided.

Students accessing Live Homework Help through the library logged in for 582 tutoring sessions during the project year, exceeding of the goal of 500 sessions.

Project Outcome

Tutor.com provided monthly reports about usage in each county. These reports compiled students' comments, both answers to specific questions and free-form responses, and statistics about numbers of users, subject areas, and grade-levels. After each tutoring session, students were given the opportunity to answer a set of questions. Statewide responses are indicated below:

- 94.32% of students who used Live Homework Help reported being glad their libraries offered the service
- 92.58% of students who used Live Homework Help reported they would recommend the service to a friend
- 87.27% of students who used Live Homework Help reported the service helped them complete their homework assignments
- 87.84% of students who used Live Homework Help reported the service helped them improve their grades
- 89.06% of students who used Live Homework Help reported the service helped them to be more confident with their school work

Anecdotal Information

The Rowan County project director reported:

“Providing online tutoring through Live Homework Help continues to be a valuable service to Rowan County Public Library patrons. Even though the service will not be subsidized with funding from KDLA next year, the Rowan County Public Library Board of Trustees has budgeted monies for continuation of the service. The Rowan County Public Library Board of Trustees believes that the cost of this service is worth it if it improves the life of only one child.”

The following are comments entered on the Tutor.com website by Rowan County students immediately after working with a tutor:

“I just have a hard time understanding things and when I ask for help in school, I get told I need to pay better attention.” (6th grade)

“My tutor was excellent. He helped me grasp a concept my teacher could not. Thanks for this service!” (12th grade)

“Some of the time, it just helps to be able to have someone to tell the problem to.” (college freshman)

“This website is such a great help for me. It has helped me improve my grades and helped me comprehend the work!” (6th grade)

Project Continuation

The Tutor.com project will not continue as it was designed to be a demonstration to study the value of Live Homework Help as a service offered by all Kentucky public libraries. Clearly, Live Homework Help was a great asset to all students that participated. However, it has not been possible for KDLA to secure funding for a project of this magnitude. It is unclear which participating libraries intend to continue the service using 100% of their own funding. The project monitor estimates that half of the participating libraries will continue to offer Live Homework Help and that most will secure donations from school districts or other organizations to support continuation.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$9,250

Project #: 3F

Project Title: Library Programming

KDLA Project Monitor: Terry Manuel

Number of Persons Served: 351,857

Congressional District Served: 4th

SUBGRANT INFORMATION

Library Name: Boone County Public Library

Project Title: Northern Kentucky: One Book, One Community (4C1a)

Project Director: Carrie Harman

Telephone Number: 859-384-5550

Fax Number: 859-384-5557

Email: charman@bcpl.org

Library Address: 8899 US 42, Union, KY 41091

LSTA Purpose

Services for lifelong learning

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Enhance a lifetime of learning opportunities

IMLS Secondary Performance Category

Strengthen communities

Primary Users

Adults

Children

Primary Services

Continuing education for the public

Cultural heritage programs

Literacy programs

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To enhance the appreciation of reading, build community awareness and togetherness, and promote literacy.

Project Activities / Methods

The Boone County Public Library received a non-matching, competitive grant for \$9,250. Funds were used to enable the library, in partnership with Campbell and Kenton County Public libraries, Northern Kentucky University, and Barnes and Noble Booksellers, to sponsor a series of events built around the shared experience of reading and talking about the same book. Programming focused on culture, history, and arts in Appalachia. The book chosen for the project was Sharyn McCrumb's *The Hangman's Beautiful Daughter*.

Project Outputs

Among the partners:

- 19 book discussions were held, with 184 attendees
- 34 community events were held, with 1800 attendees
- The author spoke at 5 community events
- 7 Appalachian musicians performed
- 5 programs on Kentucky and Appalachian ghosts were held
- The book was circulated 985 times, an increase of 150%
- Recorded Books produced a CD version of *The Hangman's Beautiful Daughter*
- Program activities were aired on Fox 19, WXIX Cincinnati and 106.5 WNKR-FM radio
- Program activities were displayed in The Kentucky Post, The Kenton Recorder, The Cincinnati Enquirer, and the Boone, Kenton and Campbell library newsletters
- Program activities were displayed on the Transit Authority of Northern Kentucky (TANK) buses, and listed on the One Book, One Community website.
- Brochures and posters were created and distributed to Kenton and Campbell County Public Libraries

Project Outcome

The library stated that the increase in circulation indicated an increase in reading by many individuals, which corresponds to an increase in literacy. The recorded version of the book enabled visually impaired persons, who would not otherwise be exposed to the author's work, to participate in the project. The library reported that many program attendees were not regular library users, and that the program was very well received by patrons. The project will be continued with the addition of new partners: the Grant County Public Library, Boone County School System, Grant County Schools System, and the Williamstown Independent School System. The school systems' have committed one grade level to read the books and complete activities and writing assignments based on the theme.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$7,100

Project #: 3F

Project Title: Library Programming

KDLA Project Monitor: Terry Manuel

Number of Persons Served: 90

Congressional District Served: 5th

SUBGRANT INFORMATION

Library Name: Corbin Public Library (Whitley County)

Project Title: Digital Photography for Seniors (4C1b)

Project Director: Lisa Kersey

Telephone Number: 606-528-6366

Fax Number: 606-523-1895

Email: lisakersey_cpl@yahoo.com

Library Website Address: http://corbinkylibrary.org

Library Address: 305 Roy Kidd Avenue, Corbin, KY 40701-1200

LSTA Purpose

Services for lifelong learning

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Enhance a lifetime of learning opportunities

IMLS Secondary Performance Category

Strengthen communities

Primary Users

Senior citizens

Primary Services

Continuing education for the public

Information access and services

Intergenerational programs

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To present a multigenerational program designed to promote technology skills among seniors through activities that focus on digital photography.

Project Activities / Methods

The Corbin Public Library received a non-matching, competitive grant for \$7,100. Funds were used to purchase digital cameras, photo printers, books, and other supplies and peripherals. The library held classes once a week for a period of four weeks that began with instruction on the handling, operating, and recharging of digital cameras. Participants were trained to enhance, crop, and download photographs to the photo printer. Final classes included using different lighting conditions that affect photography and themes, such as nature and portraits. Program participants displayed their final projects at the library. Pre- and post tests were administered to participants to measure knowledge and skills.

The library promoted the program with flyers, signs around the library, articles in the local newspaper, and notices in the library's bi-monthly newsletter. Postcards were also used to invite friends and family to the participant's photography display.

Project Outputs

- 6 workshops were conducted
- 15 digital cameras were purchased
- 16 memory cards were purchased
- 16 digital camera bags were purchased
- 2 photo printers were purchased

Project Outcome

The library reported they were able to introduce senior patrons to the joys of digital photography. Program participants learned to photograph the signs of the seasons, landscapes, and their loved ones. The average score on pre- and post tests were 63% and 90%, respectively, indicating participant's skills and knowledge of digital photography improved. Participant knowledge of library services and collections also increased. The library's non-fiction circulation and patron count increased as a result of the project. Participants also formed new friendships with other persons in their age group. In many instances, class exceeded the scheduled time as the participants remained to socialize. The library has recognized new programming options, including scrapbooking, due it's applicability to digital photography and high interest by program participants.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$10,750

Project #: 3F

Project Title: Library Programming

KDLA Project Monitor: Terry Manuel

Number of Persons Served: 117

Congressional District Served: 4th

SUBGRANT INFORMATION

Library Name: Henry County Public Library

Project Title: Beginning Computer Education (4C1c)

Project Director: Joe Schweiss

Telephone Number: 502-845-5682

Fax Number: 502-845-4807

Email: joseph.schweiss@henrylibrary.org

Library Website Address: http://www.youseemore.com/henry

Library Address: 172 Eminence Terrace, Eminence, KY 40019

LSTA Purpose

Services for lifelong learning

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Enhance a lifetime of learning opportunities

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Adults

Primary Services

Continuing education for the public

Training for the public

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To present computer education classes on a variety of subjects from beginner to more advanced courses in Microsoft Office.

Project Activities / Methods

The Henry County Public Library received a non-matching, competitive grant for \$10,750. Funds were used to purchase computer equipment and a security cart, software, books and audio visual materials, and other peripherals. The library provided hands-on classes to patrons who lacked computer skills in basic PC use, Microsoft Word, Publisher, Excel, Wordpad, and the Internet. An Adobe tutorial creation software program was used to make interactive guides for each class topic and made available on the library's website. Program participants were surveyed.

The library promoted the program with flyers, signs near the library's public computers, press releases to the local newspaper, in the library's newsletter, and on their website.

Project Outputs

- 46 computer education classes were held, with 50 patrons attending each class
- 8 laptop computers were purchased
- 1 mobile laptop security cart was purchased
- 8 Microsoft Office Word Home and Student Edition software programs were purchased
- 32 books and audiovisual materials were purchased
- 1 Adobe Captivate software program was purchased

Project Outcome

The library reported they were able to increase the knowledge and skill level of program participants. 96% of attendees indicated they were satisfied with the computer training, exceeding the goal of 75%. The library reported that they enabled many participants to use a computer comfortably for the first time in their lives. The library also taught necessary job skills in Microsoft Office patrons who desired to advance their employment opportunities.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$13,150

Project #: 3F

Project Title: Library Programming

KDLA Project Monitor: Terry Manuel

Number of Persons Served: 20

Congressional District Served: 5th

SUBGRANT INFORMATION

Library Name: Jackson County Public Library

Project Title: Introduction to Basic Computers (4C1d)

Project Director: Malta Flannery

Telephone Number: 606-287-8113

Fax Number: 606-287-7774

Email: mflannery@jcpl.org

Library Website Address: http://www.jcplib.org

Library Address: 118 US 421 North, Box 160, McKee, KY 40447

LSTA Purpose

Services for lifelong learning

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Enhance a lifetime of learning opportunities

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Adults

Primary Services

Continuing education for the public

Training for the public

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide a basic computer education course as part of a community improvement plan to improve participant skills for job advancement, and reduce the current unemployment rate.

Project Activities / Methods

The Jackson County Public Library received a non-matching, competitive grant for \$13,150. Funds were used to enable the library, in partnership the Somerset Community College, to conduct an Introduction to Basic Computers class. The course was offered in the Fall 2007 and Spring 2008 semesters, and held at the library. Each class was 20 weeks in duration and covered topics such as PC basics, Microsoft Word, WordArt, Bitmaps and JPEG picture files, email use, and the Internet. Computer equipment, software, printers, and supplies were purchased and an instructor was contracted from the community college. A pre-class survey was given and the course was evaluated by participants. Certificates of attendance were given at the completion of the course.

Project Outputs

- 40 class sessions were conducted, with 10 persons attending each semester
- 20 certificates of attendance were given
- 4 participants gained employment
- 12 laptop computers with optical mouse were purchased
- 2 external hard disk drives were purchased
- 1 color printer was purchased
- 2 laser printers were purchased
- 20 USB flash drives were purchased
- 1 Microsoft Office Professional software program was purchased
- Program activities were disseminated to potential participants and promoted by:
 - Daniel Boone Development Council
 - Jackson County Adult and Continuing Education
 - Jackson County Board of Education
 - Jackson County CONNECT KENTUCKY Leadership Team
 - Jackson County Cabinet for Health & Family Services
 - Jackson County Development Association
 - Jackson County Chamber of Commerce
 - Peoples Rural Telephone Cooperative
 - Somerset Community College
 - Vision 20/20

Project Outcome

The library reported that the program was very well received, and that they were able to increase the knowledge and skill level of program participants. 100% of those completing the course rated the content and instruction as “excellent” or “good” in all areas. Additional feedback received during the two semesters of instruction showed that 75% of program participants who completed coursework found employment, and of those employed, 25% had advanced in their job positions. One self-employed participant was able to advertise her business online and incorporated an electronic

accounting system to track sales. The instructor noted a tremendous change in the attitude, skills, behavior, knowledge, and overall well-being of class participants. Jackson County CONNECT KENTUCKY extended their Technology Low-Interest Loan Pool Program to participants. The loan program provides low interest loans to individuals for the purchase of new computers at deeply discounted state prices. The Jackson County CONNECT KENTUCKY Coordinator noted that the participants that were awarded loans were very knowledgeable about computers, including the different types and brands. The library has received several requests for an intermediate computer class and information regarding an associate degree in computers from Somerset Community College.

Anecdotal Information

The library stated, *"This project has been more of a success than any of the library staff could have imagined."* The library noted that participants were observed to grow in confidence and self-esteem during the course of the training. Several program participants informed the library that they have participated in promising job interviews after this training. All participants verbally stated that they would not have been able to accomplish their goals if not for the library offering the computer classes.

"I learned so much since I started class. When I started, I didn't even know how to turn on a computer."

"I have a business and also have had a computer for several years. I didn't know how to use the computer to help me in my business. I feel I have learned so much. I know can use the computer to help myself in my business."

"The class has been great. I didn't even know how to use a mouse. I feel like with this class I can move into another more advanced class in one year. But, mind you, I never knew anything about: copy and paste, right click, drag and drop, or highlight and backspace to take away. All this may not seem like much to who is wanting this information, but to me, with our teacher, helper, and friend; I have figured out a lot and not been afraid to move on. "

"I learned a lot from this class. I learned stuff that I didn't even know about. And you couldn't have a better instructor than we had. I would definitely be interested in an advanced computer class."

"I needed this class to help me with my business. I am self-employed. I needed computer skills to make my job more productive. The less time I spend on paperwork, the more time I have to conduct business. I was not comfortable using the computer. Now I am comfortable using the computer and I will continue using the skills I have been taught at home and in my business."

"When I started this class, I didn't realize how much I could learn, but I have learned so much. I knew we had a great instructor and she had a unique way of teaching that made learning easier for me. I think I am prepared for any job that would require basic computer skills and also opened the door for me to take any advanced classes available."

“I have had such a great experience in this computer class. The instructor made the classes so warm and comfortable, and where I felt that I could speak up and ask questions and not feel that I am being overlooked. She takes the time to stop her lectures and answer my questions and I’m able to keep up at the time. I also feel that I have learned so much that I now can use the laptop I bought and do anything I want to do. I feel I can go by myself and do so much on my computer: work, play, or research. I have benefited so much from this class through knowledge, friendship, and the ability to express myself in a different way. The library gave us a great opportunity.”

Exemplary Project

The Introduction to Basic Computers project had a tremendous impact on program participants, the community, and the library. The library’s collaboration extended beyond community partners to include program participants. Each student was impacted with either increased knowledge and skills, or in their life condition. The project created long-term partnerships with many community agencies, reduced the Jackson County unemployment rate, and increased participant opportunity for advancement in their current jobs.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$3,500

Project #: 3F

Project Title: Library Programming

KDLA Project Monitor: Nikole Wolfe

Number of Persons Served: 536

Congressional District Served: 4th

SUBGRANT INFORMATION

Library Name: Kenton County Public Library

Project Title: An Experience Extraordinaire: Caldecott Illustrator & Author Chris Raschka (4C1e)

Project Director: David Schroeder

Telephone Number: 859-962-4060

Fax Number: 859-962-4096

Email: patricia.richards@kentonlibrary.org

Library Website Address: http://www.kentonlibrary.org

Library Address: 502 Scott Boulevard, Covington, KY 41011

LSTA Purpose

Services for lifelong learning

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Strengthen families and children

IMLS Secondary Performance Category

Strengthen communities

Primary Users

Adults

Children

Young adults and teens

Primary Services

Education related services for children and teens

Literacy programs

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To increase awareness of the importance of reading, art, and music to children, teens, and adults.

Project Activities / Methods

The Kenton County Public Library received a non-matching, competitive grant for \$3,500. Funds were used to enable the library, in partnership with the Covington Independent School District, to sponsor a series of events to promote reading, art appreciation, and family literacy for local school age children, their families, educators, and the general public. The program hosted Caldecott Award winning illustrator and author, Chris Raschka. Book discussion kits were created and placed into circulation. The book kits included music and art supplies and contained books by Chris Raschka.

The library promoted the program by distributing flyers and the library's monthly calendar to classroom teachers, along with library card applications. Brochures, flyers, and bookmarks about library services and programs were distributed to program participants.

Project Outputs

- 26 children and 32 adults attended a public presentation at the main branch of the library
- 3 "Meet the Author/Illustrator" sessions were conducted for grades K-5 with 456 students and 22 teachers in attendance
- Of 219 students surveyed, 143 attended a library program for the first time
- New juvenile library accounts increased 11.5%
- New library accounts increased 5.5%
- Circulation of juvenile materials increased by 15%
- 38 new names were added to the library's mailing list during the project period, an increase of 5%

Project Outcome

The library reported that the program was effective on several levels. Students, family members, educators, and other participants were able to identify ideas, concepts, and information about the author's art, visual arts in general, his approach to the writing process and publishing his work. Survey results indicated 85% of respondents learned something new and will use what they learned from the program. 89% of students indicated that they would attend a similar library program in the future. 12 educators completed an evaluation of "Meet the Author/Illustrator" event with 100% responding that they were pleased with the quality of the program." 92% said the program aligned with the current curriculum for the grade level. 100% believed students would be able to utilize information and ideas shared in the program. 83% indicated they would bring their students to similar programs at the library in the future.

Other Results

As part of the collaborative efforts with Covington Independent Public Schools, Title I school staff were able to purchase over 400 various Chris Raschka book titles and

distribute them to every child who attended the public forum and school visits. Each child received a signed copy of the author's book.

The Kenton County Public Library matched over half of the LSTA grant, enabling Mr. Raschka to conduct a second day of programs in which an additional 745 students, teachers, and parents made field trips to the library to meet the author. In total, over the two day period, 1,311 students, teachers, and parents had direct access to the award winning illustrator and author.

Anecdotal Information

Surveys included open-ended responses by the children about what they like about the program:

"[I liked] how he made a picture of himself using his name!"

"Liked pictures he draw of his cats and dogs."

"How he could make a person out of your name."

"Reading books to us."

"He called people up to put on a little play."

"It was funny, but educational."

"I like that he picked people out of the audience."

"I like that I learned more about art, because I am going to be an artist."

Students wrote thank you letters to the library and author Chris Raschka. The complete text of one of those is below.

"Hi, I'm Olivia. You were at the public library in Covington. I'm in Mrs. Benton's 2nd grade class. I appreciate your books you wrote especially Yo, Yes. That's my favorite book ever besides how did you learn to draw like that? I want to know what's your favorite color, mine is blue. My favorite thing to do is draw and color and when we came to the library the book I got was Charlie Parker Played Bebop and its really good anyway sorry Chris Raschka I got to go."

Exemplary Project

This program is exemplary because of the impact made to the unique literacy needs of children, K-5. The program promotes positive relationships between parents and children, and fosters partnerships between the library and other community organizations. Literacy is increased, and children learn to love reading, which positively impacts their future ability to learn and grow as individuals.

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$14,200

Project #: 3F

Project Title: Library Programming

KDLA Project Monitor: Terry Manuel

Number of Persons Served: 5,518

Congressional District Served: 2nd

SUBGRANT INFORMATION

Library Name: Marion County Public Library

Project Title: Internet Café @ Your Library (4C1f)

Project Director: Amy Morgenson

Telephone Number: 270-692-4698

Fax Number: 270-692-9555

Email: amyglibrary@hotmail.com

Library Website Address: http://www.marioncopublic.org

Library Address: 201 East Main Street, Lebanon, KY 40033

LSTA Purpose

Services for lifelong learning

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Adults

Primary Services

Software and equipment

Strengthen families and children

Virtual library services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To offer a series of programs and workshops in an Internet Café atmosphere for adult patrons and their families.

Project Activities / Methods

The Marion County Public Library received a non-matching, competitive grant for \$14,200. Funds were used to purchase computer equipment, software, digital cameras, MP3 players, and furniture to establish an Internet Café. The Internet Café was used to provide adult patrons, ages 30 to 45, an area for quiet study, research, conversation, and dining. The library utilized the area to provide to programs; The Lunch Box Learning Series and the Family Supper Learning Club. Topics included the Internet, digital photography, how to use an MP3 player, digital scrapbooking, Microsoft Publisher, building a family webpage, searching for Accelerated Reader books, using a SMARTboard, and using the library's online catalog. The lunch programs were held once a week, while the dinner programs were held once a month.

The library promoted the programs and Internet Café with flyers, an open house event, and on the library's website.

Project Outputs

- 2 laptop computers were purchased
- 4 laptop study stations were purchased
- 3 MP3 players were purchased
- 3 digital cameras were purchased
- 5 Microsoft Office Professional Plus software packages were purchased
- Tables, chairs, and booth units were purchased

Project Outcome

The library reported they were able to introduce adult patrons to programs and services. Adult patron use of the library increased, including an increase in participation by seniors.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$3,700

Project #: 3F

Project Title: Library Programming

KDLA Project Monitor: Terry Manuel

Number of Persons Served: 200

Congressional District Served: 4th

SUBGRANT INFORMATION

Library Name: Owen County Public Library

Project Title: Gardening with Kentucky Experts (4C1g)

Project Director: Joan Goderwis

Telephone Number: 502-484-3450

Fax Number: 502-484-3463

Email: joangoderwis@bellsouth.com

Library Website Address: http://www.youseemore.com/owen

Library Address: 118 N Main Street, Owenton, KY 40359

LSTA Purpose

Services for lifelong learning

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Provide access to information, resources and ideas

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

Adults

Children

Young adults and teens

Primary Services

Continuing education for the public

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To promote the use of the library for information and resources to adult patrons by presenting programming specific to gardening in Kentucky.

Project Activities / Methods

The Owen County Public Library received a non-matching, competitive grant for \$3,700. Funds were used to provide horticultural experts for a gardening series to focus on plants and conditions specific to the state of Kentucky. Programs were presented on Garden Design, Container Gardens, Gardening for the Birds, Roses, Organic Gardening, and Heritage Seeds gardening. The series began with renowned Kentucky native, Jon Carloftis who is known as the ingenious rooftop garden designer of New York City. The remaining presentations were led by native Kentuckians, who are highly skilled in their fields of expertise.

The library promoted the programs with flyers and brochures, in the local newspaper, and on the library's website. Promotional materials were distributed to the Owen County Gardening Club and Owen County Chamber of Commerce.

Project Outputs

- 6 gardening sessions were held
- Participation averaged 55 patrons per session

Project Outcome

The library reported that feedback received was supportive and positive. The participants increased their knowledge of plants and landscape design, and gardening skills. Adult patron use of the library increased, including circulation of books and materials related to gardening.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$4,650

Project #: 3F

Project Title: Library Programming

KDLA Project Monitor: Terry Manuel

Number of Persons Served: 75

Congressional District Served: 4th

SUBGRANT INFORMATION

Library Name: Owen County Public Library

Project Title: Fitness for Life (4C1h)

Project Director: Joan Goderwis

Telephone Number: 502-484-3450

Fax Number: 502-484-3463

Email: joangoderwis@bellsouth.com

Library Website Address: http://www.youseemore.com/owen

Library Address: 118 N Main Street, Owenton, KY 40359

LSTA Purpose

Services for lifelong learning

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Enhance a lifetime of learning opportunities

IMLS Secondary Performance Category

Strengthen families and children

Primary Users

Adults

Children

Young adults and teens

Primary Services

Continuing education for the public

Health information services

Information access and services

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To offer a variety of fitness classes to promote health and wellness to adults, teens and children.

Project Activities / Methods

The Owen County Public Library received a non-matching, competitive grant for \$4,650. Funds were used to provide a series of classes on low impact workouts. Yoga, Reflexology, and Pilates classes were offered. Exercise mats and audiovisual materials were purchased. Knowledgeable fitness instructors were obtained to lead the workout sessions. Preliminary blood pressure screening was conducted prior to each workout. Each participant was given an exercise mat and nutrition information that emphasized physical and overall well-being.

The library promoted the programs with flyers and brochures, in the local newspaper, and on the library's website.

Project Outputs

- An 8 week Yoga class was held
- 1 Reflexology class was held
- A 16 week Pilates class was held
- Each class averaged 10 participants
- Each class had an average wait list of 8 persons
- 5 DVDs (stretching, de-stress, and lower back repair) were purchased

Project Outcome

The library reported that feedback was very positive and the added audiovisual materials increased circulation in the fitness collection. Participants learned relaxation and breathing techniques, and how to manage stress. They also gained improved posture, greater flexibility, better sleep patterns, and balance control and coordination. Many participants expressed an interest in attending future DVD lead classes which will increase library use and services.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2007

Funds Awarded: \$6,000

Project #: 3F

Project Title: Library Programming

KDLA Project Monitor: Nikole Wolfe

Number of Persons Served: 250

Congressional District Served: 5th

SUBGRANT INFORMATION

Library Name: Pike County Public Library

Project Title: Teen Time (4C1i)

Project Director: Delania Adkins

Telephone Number: 606-432-9977

Fax Number: 606-432-9908

Email: pcpldao5@pikelibrary.org

Library Website Address: http://www.pikelibrary.org

Library Address: P.O. Box 1197, Pikeville, KY 41502

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 3: Library programming and services

IMLS Primary Performance Category

Strengthen families and children

IMLS Secondary Performance Category

Enhance a lifetime of learning opportunities

Primary Users

Young adults and teens

Primary Services

Education related services for children and teens

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To introduce teens, ages 12 – 18, to the variety of materials and services available at their local library.

Project Activities / Methods

The Pike County Public Library received a non-matching, competitive grant for \$6,000. Funds were used to provide circulating teen packs exploring subjects of interest to teens. Tote bags, books, movies, and Playaway audio books were purchased for the teen packs. Interactive teen programs were held. Program topics included Anime and Magna, Knit Night, Comics are Cool, Movies of the Ages, Mystery Theatre, Game Night, Scrapbooking, and Build You Own Computer. The programs were evaluated by teen participants.

Project Outputs

- 50 teen packs were developed and placed in circulation
- 8 teen programs were conducted
- 189 teens attended the programs in total
- 54 teens registered for programs, 41 teens participated in each program
- 41 teens evaluated each program

Project Outcome

The library reported that teens were enthusiastic about the programs. Adults complained that they could not check out the teen packs themselves until the end of the program cycle. The activities were all rated as excellent. Eight teens signed up for a library card for the first time because of the project. Because there was a late start in circulating teen packs due to a delay in receiving the materials, only two months of circulation statistics could be compared to the previous year. From August 2007 to September 2007, to the same months in 2008, circulation increased 2.38%, which was below the projected target of 10%.

Upon review of the program evaluations, library staff found an overwhelming request for a gaming competition to be held at the library. In response, the library has scheduled a gaming program in the near future. Other teen programs will also be conducted. The teen packs will circulate to all library users.

Exemplary Project

This project is exemplary because it increased teen participation in library activities. The project also increased teens' knowledge of the library and the materials and resources offered. The project can also be easily replicated by other libraries wanting to increase teen usage of the library.

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$205,000

Project #: 4A

Project Title: Continuing Education for Public Library Staff

KDLA Project Monitor: Beth Milburn

Number of Persons Served: 2,000

Congressional District Served: Statewide

LSTA Purpose

Services for lifelong learning

State Five-Year Plan

Goal 4: Continuing education and professional support

IMLS Primary Performance Category

Enhance a lifetime of learning opportunities

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Library staff and volunteers

Primary Services

Staff development, education, and training

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide library staff and volunteers with training and continuing education opportunities that address the LSTA purposes.

Project Activities / Methods

Continuing education events for library staff were planned and conducted. Evaluation forms were distributed at all events to collect comments on the training in general, the most beneficial aspects, and how the information gained will improve services at the library. Additionally, financial assistance for workshop registrations and library science coursework was provided, assisting public library staff with earning or renewing their public librarian certification as required by Kentucky statute. Following are examples of events held during the project period:

- Library staff completed 36 *LE@D online training* courses offered through the University of North Texas School of Library and Information Sciences.
- 22 library staff attended the *Network Administrators Boot Camp*
- 1 teleconference DVD series, *College of Dupage Soaring to Excellence*, circulated to a library for use in their staff development day
- 22 library staff attended *Dewey Decimal Decoded, Part 2*
- 12 library staff attended *It's in the Bag*, an outreach programming workshop
- 160 library staff attended *Widening Circles IX: Librarian 2.0*
- Tuition reimbursement grants were awarded for courses taken by full-time public library employees at American Library Association-accredited library schools

Project Outputs

- A total of 977 individuals participated in the training sessions provided, falling short of the projected target of 1200 individuals
- There were 7 workshop sessions and individuals from 102 of the 120 counties in Kentucky participated
- Approximately 761 public library staff took advantage of online continuing education courses provided through the University of North Texas. Staff attended more than one online course.
- The library school tuition program benefited 24 individuals from 10 public libraries, exceeding the target of 20 individuals
- The KDLA Continuing Education Calendar was visited 7,306 times

Usage statistics for the KDLA Continuing Education Calendar and the number of newly accredited MLS librarians was unavailable for 2007 and the Continuing Education Strategic Plan was not developed. The KPLA-KDLA Library Staff Retreat and Public Library Institute were not conducted. This is attributed to a three month vacancy in the Continuing Education Coordinator position, which was filled in early 2008.

Project Outcome

Continuing education for full-time public library staff is required by Kentucky Statute to obtain and maintain certification. Through this project, KDLA assists library staff in fulfilling this requirement. Professional training opportunities for librarians and staff are

provided free of charge to the individual. By serving the educational needs of library staff in Kentucky, high quality library services and programs are available to all citizens.

The educational opportunities provided during the project year provided library staff with increased skills and knowledge to improve library services in the areas of outreach, online database use, reference and research, emerging technologies, collection management and access, and children and youth initiatives.

KDLA gathers statistics on the state fiscal year. The most current statistics are for the 2006-2007 fiscal year. During that year, there was an increase of 9.2% in full time eligible library staff with MLS degrees. In addition, a total of 310 library staff members earned or renewed their 5-year certificate, bringing the total number of active certified professional librarians, paraprofessional, and other staff in Kentucky to 1,240.

Information about changes, resulting from the training and continuing education opportunities available was mainly documented in anecdotal responses provided on evaluation forms distributed at each event.

Anecdotal Information

Dewey Decimal Decoded, Part 2

"My knowledge of Dewey is limited. A Dewey number contains much more than a general number such as 641.5."

"Cataloging is very tedious but necessary."

I learned, "How to catalog and learned the Dewey Decimal System."

"It is valuable for our library so I can help the patrons better."

Network Administrators Boot Camp

"This one is important to me--I thought I was decent using computers, but I learned there is so much more that I don't know and want to know. I learned a lot about networking-- I really didn't have much knowledge of how that server made things happen."

"I am much more confident to tackle problems with the public computers than I was before the boot camp. That has helped me serve the patrons better."

"It gave me a lot of ideas to try, such as using old hard drives as an additional way to back up files. I was also able to establish a lot of contacts with people in nearby counties for help in the future."

"It has made me more aware of some of the things I can do to improve computer efficiency in my library."

"The more I know, the more I will be able to help customers, and I can pass on some of this workshop to the staff."

It's in the Bag

"I have learned that the amount of time and staff you have shouldn't be your #1 concern. Also, I learned that KDLA has so much to offer."

I learned, "To keep trying and offering different programs. Almost all programs can be modified to fit our need."

I learned, "There is a great many ways to incorporate different ideas into one program. Adult programming is becoming more prevalent in libraries today."

Outreach: "It will get more programs started up for our library. It gave me ideas to think about that I hadn't thought about before."

I learned to, "Make our own packaged programs that can be used over and over and to modernize/add to our existing Bi-folkal kits. Try to involve more of the community service outlets in programming."

"I will be much more open to starting new programs. There are so many different areas we can explore that we never really considered previously."

"Start adult programs in library. Bring new adult patrons to the library."

Using Databases – LE@D course

"I answer reference questions all the time. It is always good to look at things a different way to stay fresh and not overlook something that could be obvious if you took the time to organize your thought or to help the patron organize their thoughts."

"When patrons request reference help, I will know how to handle the situation."

"I will be able to do more in depth research for our patrons."

"I will be prepared when a patron approaches me with a question."

"Before this course, the only way I searched was through Google, but now I will be able to do advanced searches through OCLC. I plan to use other databases as well."

"The course helped me to learn about databases which I had not been associated with."

Multicultural Lit for children & teens – LE@D course

"In our library we have a lot of diverse students who use our library. This information will be very useful when they ask for help with reports on multicultural books."

I have learned about, "Selecting books we already own for story times etc and for evaluating titles for purchase in the future."

"Printed out some of the lists of books, will see if our library system carries them, and recommend them to patrons."

"I have already shared some of the books listed in the "Important books" section of the tutorial. Also, we are considering adding some of the mentioned books to our collection."

Children's Literature – LE@D course

"I will use the web sites to gather more book titles and look at them closer to see what will be useful in our library."

"Will use several of the resources to select children's books."

"I will use some of the ideas on the bookmobile when choosing books to take on the route with me."

"It's given me a little more confidence in the methods of choosing quality children's literature. I'm now better equipped with more selection tools."

Capturing History – LE@D course

"We have a 70 years of photographic history donated to this library and I would like to be able to preserve and catalog the collection."

Widening Circles IX: Librarian 2.0

"Excited about the Brain Training and plan to use this in my programs. This program was wonderful. Plan to use the gaming with not only teens but with all age groups. Plan to try more gaming in our library."

"The way I plan my story times will definitely change. I am excited about including some of the literacy tricks and some of the activities to stimulate brains in my programming. This workshop has also given me the tools I need to start new programming at my library that will hopefully allow me to teach people who aren't already using our facilities."

"Definitely Ann's presentation on the wiring of the brain makes it not just fun but purposeful and important to move."

"Incorporate more actions for "balance" and also for learning/fun – Sign languages. Use some facet of play for regular story time themes. Use more vocabulary terms for learning."

"I will be implementing more interactive elements into my story time"

"Expand programming for children's story hour and reaching out to the Latino population in my community."

The conference: "It has offered more electronic ideas I wouldn't have created on my own. Offered insight in children's behavior and why movement activities assist with development of the brain. It also has made planning for special events for younger ages have more options with using 'play literacy'."

"I'm inspired. I plan to synthesize the information and share it with my co-workers, bring greater interactivity to library programs."

"I always feel refreshed after Widening Circles-Great ideas to use w/ teens."

"The opportunity to network with other librarians has been irreplaceable and inspiring. I'm fired up even knowing my task to engage the young adults at my branch will be uphill."

"I understand more of children and adult actions and reactions; I will use this information back at my job and how to handle the actions with others as well as myself."

I learned more about, "Dealing with children with special problems, ADD etc... story time ideas were great!"

"The presenters from BCPL have inspired me to take another look at my preschool programming. I believe after attending their presentation I may not be creative enough, or maybe just have become lazy. I'm going to rethink my entire program. They were wonderful! Programming ideas and inspiration are my main reason for attending Widening Circles."

I have been, "Challenged to try harder with teens. Great ideas/ suggestions for our story time kids."

"I have a much better idea how to make our programs more age appropriate and targeted toward both physiological and literacy development. I will be starting some new programs based on these ideas and restructure existing ones based on what I have learned."

LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$80,000

Project #: 4B

Project Title: Continuing Education for KDLA Staff

KDLA Project Monitor: Christie Robinson

Number of Persons Served: 150

Congressional District Served: Statewide

LSTA Purpose

Library technology, connectivity, and services

State Five-Year Plan

Goal 4: Continuing education and professional development

IMLS Primary Performance Category

Provide access to information, resources, and ideas

IMLS Secondary Performance Category

Provide tools for the future

Primary Users

Adults

Library staff and volunteers

Primary Services

Staff development, education, and training

Project Purpose

To provide opportunities for training, continuing education, seminars, and higher education to assist KDLA staff in improving their skills and knowledge in order to more effectively assist patrons and libraries in meeting their needs.

Project Activities / Methods

A specific goal of the KDLA Strategic Plan is to “Create a comprehensive plan to provide opportunities for employee continuing education and training that will enhance skills and productivity in the workplace.” KDLA employees were encouraged to participate in training and continuing education appropriate to their job duties and consistent with the department’s mission. This project also supported staff attendance at library and library related conferences.

One source for training was the Kentucky Governmental Services Center (GSC). GSC offered workshops and class instruction quarterly on a variety of topics. Classes were provided on-site at the State Library, at various locations throughout the state, online, and through video-conferencing. Self-instruction opportunities were available at the State Library in various formats, including video, CD, DVD, hardcopy books, and online. College courses were supported through payment of tuition and books. This project also provided programs and speakers for on-site training organized by KDLA staff.

Project Outputs

KDLA utilizes a statewide training database to record completed training and continuing education activities of all employees. A compiled report from the training database for the project period revealed that 75 individuals, approximately 85% of full-time staff, participated in 102 training events, exceeding the goal of 70%.

Project Outcome

The project resulted in a better-trained and mature workforce with the skills and confidence necessary to maintain the highest level of service to all types of libraries and other users of library and information services. Trained employees provided efficient customer service and effectively handled customers’ concerns. In addition, on-going training allowed staff to remain abreast of new and emerging technologies, enabling them to advise Kentucky’s libraries in this area.

Anecdotal information was gathered from staff members about how training opportunities and continuing education classes helped them in their work or improved their ability to serve libraries and individual customers.

Anecdotal Information

“The training that Solinet provides is invaluable to us as Librarians & staff. They have a wide array of topics that deal with our work and this training helps us develop our skills and learn new ones. With the classes being live online, we can learn and not have the expense of travel or shuffling schedules. We as a unit would not be up-to-date with our skills if it wasn’t for Solinet.”

"I attended the Public Library Association Conference in Minneapolis, March 25-29, 2008. I attended sessions on a variety of topics related to children's and teen services including: conducting an ESL storytime, adolescent brain research and development, strategies for reference and readers advisory, and children's spaces. I will use the information and contacts gained at the conference in developing training and support for Kentucky's youth services staff members. I also attended the Association of Library Service to Children (ALSC, a division of ALA) Institute in Salt Lake City, September 18-20, 2008. I received training on science programming for elementary age children, books for tween readers, and using blogging to promote reading. One of the trainers at the Institute presented workshops on Web 2.0 and gaming in library's at Kentucky's Widening Circles conference for children's and teen staff. I also shared Institute handouts and resources with all youth services staff members."

"I attended "Customer Service Spanish 1" which was an excellent class. I learned some of the basic Spanish language, i.e., alphabet, numbers, days of the week and months, how to greet one another in Spanish, and how to put words together to form a sentence. This class was very informative and should help me better recognize words when a Spanish patron(s) is speaking."

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LSTA ANNUAL PROJECT REPORT
KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES
FY 2008

Funds Awarded: \$60,000

Project #: ADM

Project Title: LSTA Administration

KDLA Project Monitor: Nicole Bryan

Start Date: 10/01/07

End Date: 09/30/08

Project Purpose

To provide for the administration of LSTA funds. The project provides support, tools, and assistance to library staff for the effective use of funds to enhance library and information services to the citizens of the Commonwealth.

Project Activities / Methods

Support for the management and administration of the LSTA Five Year Plan was provided through this project. Funds provided support staff, supplies, and resources to effectively administer and supervise programs under the Act. Funds also supported the activities of the State Advisory Council on Libraries which provides technical assistance and advice on State Plan direction and evaluation of LSTA funded activities.

The State Library complies with the Federal share and maintenance of effort levels described in SEC. 223 of the Library Services and Technology Act and does not use more than 4% of its allotted funds on administrative costs for this program.

Project Outputs

KDLA administered both statewide projects and subgrants to individual libraries. Administrative funds were used to support operating expenses and support staff to sufficiently administer the statewide program, State Advisory Council activities, and statewide planning and evaluation.

The 2008-2012 LSTA Five-Year Plan was completed and submitted to the Institute of Museum and Library Services by the required deadline. The five-year plan was posted to the KDLA website.

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2008 LSTA Expenditures by Project

| Project # | Project Name | Funds Expended |
|------------------|--|------------------------|
| 1A | Kentucky Union List of Serials (KULS) | \$ 152,434.59 |
| 1B | Kentucky Guide Program | 57,156.17 |
| 1D | Collection Access and Management | 89,299.41 |
| 1E | State Library User Services | 285,480.18 |
| 1F | Support for Library Consortia | 350,484.93 |
| 1F-A | Support for Library Consortia: Gates Grant | 17,693.91 |
| 1F-B | Support for Library Consortia: Virtual Reference Project | 89,438.46 |
| 2A | Technology Support for Public Libraries | 106,998.12 |
| 2B | Library Automation | 92,568.09 |
| 2C | Library Innovation | 130,057.00 |
| 2D | Library Assistive Technology | 14,737.00 |
| 2E | Information Technology Infrastructure Support | 373,456.48 |
| 2F | Telecommunication Services Support | 62,209.87 |
| 3A | Regional Consultants Support | 17,017.96 |
| 3B | Kentucky Regional Talking Book Library (KTBL) | 172,967.75 |
| 3C | Children and Young Adult Programming | 195,343.11 |
| 3D | Prime Time Family Reading Time® Subgrant | 40,000.00 |
| 3E | Tutor.com – Live Homework Help | 90,000.00 |
| 3F | Library Programming | 67,888.70 |
| 4A | Continuing Education for Public Library Staff | 133,799.98 |
| 4B | Continuing Education for KDLA Staff | 45,261.43 |
| ADM | LSTA Administration | 45,694.22 |
| | | |
| | Total Expenditures | \$ 2,629,987.36 |